2015/16 Report on Multiculturalism

BRITISH
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CATALOGUING IN PUBLICATION DATA

Main entry under title:
Report on Multiculturalism. Government of British Columbia
-- 1993/94-
Annual.
Includes: Multiculturalism BC annual report 1993/94.
Includes: Report on the activities of the Multicultural Advisory Council, 1993/94.
Imprint varies:
2000/01, Ministry of Multiculturalism and Immigration;
2001/02 - 2003/2004, Ministry of Community, Aboriginal and Women's Services;
2004/05 - 2007/08, Ministry of Attorney General;
2008/09, Ministry of Citizens' Services;
2009/10, Ministry of Regional Economic and Skills Development;
2010/11, Ministry of Social Development;
2011/12, Ministry of International Trade;
2012/13, Ministry of International Trade;
2013/14, Ministry of International Trade;
2014/15, Ministry of International Trade; and
2015/16, Ministry of International Trade.

ISSN 1201-5105 = Report on Multiculturalism, Government of British Columbia

1. British Columbia. Multiculturalism Act - Periodicals.
2. Multiculturalism British Columbia - Periodicals.
3. British Columbia. Multicultural Advisory Council - Periodicals.
4. Multiculturalism - British Columbia - Periodicals.
5. Minorities - Services for - British Columbia - Periodicals.
I. Multiculturalism British Columbia.
II. British Columbia. Ministry of Multiculturalism and Immigration.
III. British Columbia. Ministry of Community, Aboriginal and Women's Services.
IV. British Columbia. Ministry of Attorney General.
V. British Columbia. Ministry of Citizens' Services.
VI. British Columbia. Ministry of Regional Economic and Skills Development.
VII. British Columbia. Ministry of Social Development.
VIII. British Columbia. Ministry of International Trade.
IX. British Columbia. Ministry of International Trade.
X. British Columbia. Ministry of International Trade.
XI. British Columbia. Ministry of International Trade.
XII. British Columbia. Ministry of International Trade.

FC3850.A1 M84 354.711'0084'05 C96-960105-X
F1059.7.A1 R77

Letter to the Lieutenant Governor of British Columbia

To Her Honour
The Lieutenant Governor of British Columbia

May it please Your Honour:

Pursuant to section 7(3) of the *Multiculturalism Act*, I respectfully submit the 22nd annual report on the operation of the Act. This report covers the activities for the 2015/16 fiscal year.

Respectfully submitted,

Teresa Wat

Honourable Teresa Wat
Minister

Ministry of International Trade and
Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

Letter to the Minister

Honourable Teresa Wat
Ministry of International Trade
and Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2015/16. This report documents the activities of the Government of British Columbia, and Crowns in support of the *Multiculturalism Act* for 2015/16.

Sincerely,

Clark Roberts

Clark M. Roberts, QC
Deputy Minister

Ministry of International Trade and
Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

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Minister's Message

It is a pleasure to present the annual Report on Multiculturalism: Government of British Columbia (2015–2016). This document is a compilation of reports from each government ministry and Crown corporation that highlight programs, services and activities designed to foster and sustain an internal culture of inclusion and diversity and ensure that public services are accessible to all British Columbians.

Cultural diversity and increased participation by all cultures is vitally important to a strong social and economic future for B.C. As the Minister Responsible for Multiculturalism, I am proud of the work that the British Columbia government and its agencies continue to do to harness the strength of British Columbia's cultural and linguistic diversity.

Many events and activities were held over the course of the year to promote and celebrate B.C.'s multicultural values. For example, government recognized some of B.C.'s exceptional multicultural champions at the 6th British Columbia Multicultural Awards. Twenty-one places of historical significance to the Chinese Canadian community were also provincially recognized under the Heritage Conservation Act, fulfilling a commitment in the Chinese Historical Wrongs Consultation Final Report and Recommendations. Government also provided nearly $300,000 in anti-racism funding to community groups across the province.

As the most ethnically diverse province in Canada, B.C. welcomes nearly 40,000 immigrants every year. Our greatest strength is the diversity of our people — citizens from a wide variety of cultural backgrounds who have helped to build our great province into what it is today.

I would like to thank the Multicultural Advisory Council for the hard work they have done this year and acknowledge their valuable contributions to multiculturalism in B.C. for nearly three decades.

Teresa Wat

Honourable Teresa Wat
Minister

Ministry of International Trade and
Ministry Responsible for Asia Pacific Strategy
and Multiculturalism

Multicultural Advisory Council

Established in 1988, the provincial Multicultural Advisory Council (MAC) has a mandate to advise the Minister Responsible for Multiculturalism on issues related to multiculturalism and to perform any other duties or functions specified by the Minister as set out in the Provincial Multiculturalism Act.

The MAC members, who have expertise in multiculturalism, community work and business, are appointed by the Lieutenant Governor in Council from communities across B.C.

Since December 2013 the council has focused on the values of prosperity, diversity and inclusiveness. MAC members help promote economic opportunity, prosperity and inclusiveness in communities across the province while simultaneously positioning the province for long term growth and creating jobs for British Columbians.

COMMUNITY ENGAGEMENT

The MAC supports the Ministry of International Trade and Responsible for the Asia Pacific Strategy and Multiculturalism in working with provincial multicultural organizations to partner and participate in the activities of the British Columbia government. This year, the MAC hosted a Multicultural Inspirational Talks event in Vancouver with over 150 community stakeholders present to hear the personal experiences, stories and perspectives of four previous British Columbia Multicultural Award recipients who have been acknowledged in their own fields of work for best practices in the promotion of multiculturalism and anti-racism activities.

We were honoured to have Minister Peter Fassbender open the event and to listen to Winnie Cheung speak about family, history, migrants, and the power of the multicultural narrative, as well as the goal to build a Museum of Migration in British Columbia. We also heard inspiring stories from Deirdre Heim of *Afro News*, speaking about the importance of embracing diversity in our mosaic democracy, Bruce Curtis from the Community Justice Centre, with his speech *Diversity is our Drum, Compassion our Heartbeat*, and Jorge Salazar of the Vancouver Foundation, with his talk *Reflecting on Youth Engagement, Race, and Migration*.

In addition to the Multicultural Inspirational Talks, MAC members also had the opportunity to speak at two Canadian Citizenship Ceremonies, welcoming newcomers to our country and witnessing the rite of passage necessary to become a Canadian citizen.

Citizenship in this wonderful country is a prized possession, because it is only attained after great thought and preparation. The Citizenship Ceremony is a celebration that reminds us all of the rich diversity of culture, ethnicity and languages that define Canada. The ceremony is a tangible example of the characteristics and symbols that bind us together as one nation.

BRITISH COLUMBIA
CANADA STARTS HERE

British Colum
Multicultural A

THE BRITISH COLUMBIA MULTICULTURALISM AWARDS

The Multicultural Advisory Council is proud of the multicultural accomplishments of British Columbians who provide inspiration to others in support of a provincial multiculturalism vision of diverse, prosperous and inclusive communities.

The MAC provided valuable experience and expertise in supporting the sixth British Columbia Multicultural Awards. Attended by 400 people at the Fairmont Hotel Vancouver ballroom in November 2015, the awards honoured individuals and organizations that promoted diversity and inclusion in British Columbia with awards offered in five categories: Individual, Business, Organization, Youth, and Multicultural Excellence in Government.

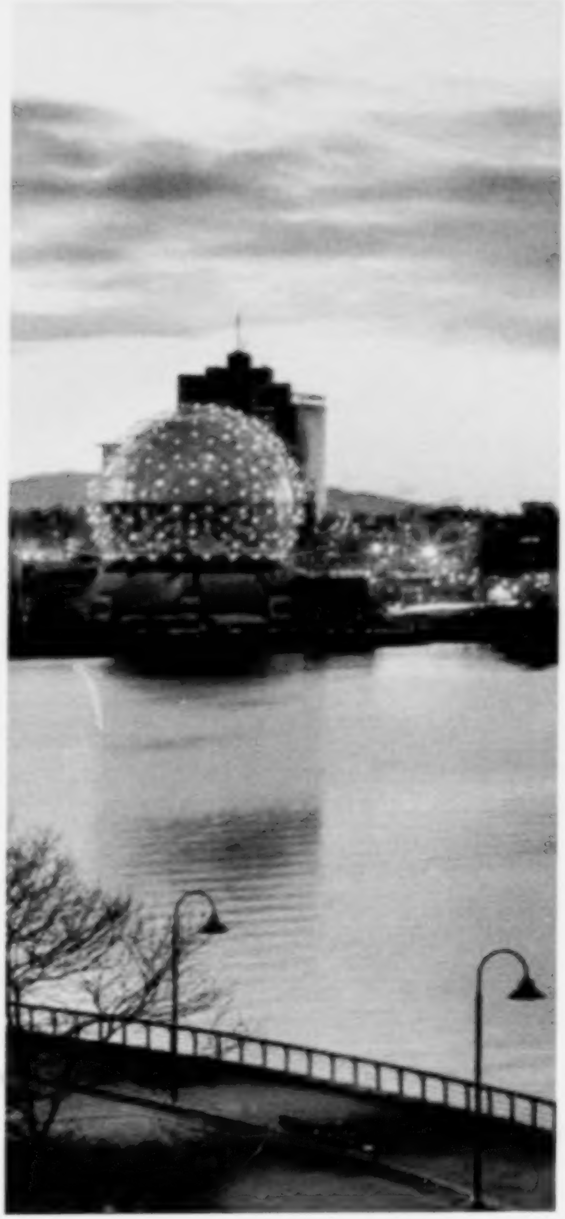
The MAC was delighted to see award recipients recognized for their hard work before friends, family and peers. Multiculturalism activities included reaching out to people over the airwaves, in the classroom, at community centres, through work and on the web; providing training where it was needed; and attracting people of all cultural affiliations to cross-cultural events and outreach activities.

All recipients received a trophy. Recipients in the first four categories also received a $5,000 cheque to donate to a recognized organization of their choice that advances multiculturalism in B.C.

It is a privilege to see people from communities across the province striving to make B.C. more prosperous and inclusive.

Respectfully submitted,

Tenzin Khangsar
Chair of the Multicultural Advisory Council for B.C.



CURRENT MEMBERSHIP OF THE MULTICULTURAL ADVISORY COUNCIL (DECEMBER 2016) :

Tenzin Khangsar (Chair)
Dennis Chan
Garrison Duke
Angela Y. Hollinger
David Chuenyan Lai
Anar Popatia
Tanveer M. Siddiqui

Ministry of Aboriginal Relations and Reconciliation

The Ministry of Aboriginal Relations and Reconciliation leads the Province of British Columbia in reconciliation efforts with First Nations and Aboriginal peoples. A key component of reconciliation involves building and maintaining relationships and partnerships, which create opportunities to collaborate on building a strong economy and a secure tomorrow so that all British Columbians, including First Nations and Aboriginal peoples, are able to pursue their goals.

The ministry continues the work of reconciliation through a variety of mechanisms. A primary course to achieving reconciliation is to establish and implement agreements with First Nations.

Treaties, agreements, partnerships and other reconciliation initiatives are important tools for First Nations to develop sustainable, healthy, and resilient communities. The ministry's work includes understanding and championing the opportunities and identified needs of First Nations and Aboriginal peoples. By working across government, partners and industry, the ministry continues its commitment to finding solutions that strengthen the fabric and culture of First Nations and Aboriginal peoples.

The ministry is also responsible for the First Peoples' Cultural Council, a provincial Crown Corporation formed by the Government of British Columbia in 1990.

British Columbia is the only province in Canada that has established a Crown corporation that leads First Nations heritage, language, culture and arts initiatives.

MANDATE

The Ministry of Aboriginal Relations and Reconciliation (MARR) will:

- Balance its ministerial budget in order to control spending and ensure an overall balanced budget for the province of British Columbia.
- Continue to work with B.C. First Nations who are in the Treaty Process and who have an opportunity to secure a treaty with B.C. and Canada to provide all parties with economic benefit and long lasting security.
- Continue to work with the Tsilhqot'in National Government to implement the Letter of Understanding signed with the Province of British Columbia.
- Work with the B.C. Treaty Commission Principals to develop a more inclusive approach to the B.C. Treaty Process.
- Work with B.C. First Nations that participate in and benefit from natural gas extraction, pipelines or LNG facilities to ensure they are provided with the ability to participate in this generational opportunity.
- Continue to implement our commitment to B.C. First Nations to expand the number of non-treaty agreements to further economic development opportunities that benefit both British Columbia and First Nations.
- Work with B.C. First Nations to ensure they continue to participate in and benefit from the Clean Energy Standing Offer by BC Hydro through the First Nations Clean Energy Business Fund.
- Work with BC Hydro to ensure First Nations have the ability to participate in economic development opportunities arising from the construction of the Site C dam.
- Work with the Minister of Jobs, Tourism and Skills Training to increase the number of First Nations participating in apprenticeship and skills training programs to ensure economic prosperity includes First Nations members.

- Work with the Ministry of Energy and Mines on the Mining Dialogue with First Nations that was committed following the Mount Polley tailings pond collapse.
- Work with the Ministries of Justice, Health and Children and Family Development to continue to implement Violence Free BC.
- In order to support the new Taxpayer Accountability Principles, the ministry is focused on fulfilling its mandate while fostering a culture of cost-consciousness and transparency. The ministry supports First Nations and Aboriginal peoples becoming full partners in the economic, political and social future of this province.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

British Columbia is home to 203 First Nations and it is estimated that 60% of the First Nations languages in Canada are spoken in B.C. More than 30 First Nation languages and close to 60 dialects are spoken in the province.

Of the more than 232,000 Aboriginal people in B.C. 67% are First Nations, 30% are Métis and just under 1% are Inuit.

Although First Nations, Métis and Inuit peoples share many similarities, they each have their own distinct heritage, languages, cultural practices and spiritual beliefs. National Aboriginal Day celebrations began in 1996, when it was proclaimed a national celebration by then Governor General Roméo LeBlanc.

Approximately 78% of self-identified Aboriginal people live in urban areas with approximately 23% living in Vancouver. Aboriginal youth are the fastest-growing demographic in British Columbia, with almost 50% of the Aboriginal population under age 25. Given these unique demographics, the ministry recognizes that it is essential for staff to have a fulsome understanding of the cultural and historic diversity of Aboriginal peoples in B.C.

To build this understanding, ministry executive members support diversity in the workplace through a number of initiatives such as:

- Building Respectful Workplace training
- The Strategic Renewal Project
- Celebrating our Diversity events (Public Service Week)
- Hiring youth under the Aboriginal Youth Internship program

Throughout the year, the ministry hosts a MARR 101 Learning Series and provides regular content to the Aboriginal Relations Resource Centre website that is accessible to all public service staff.

HIGHLIGHTS OF INITIATIVES

B.C.'s reconciliation efforts are broad and comprehensive, firmly rooted in principles of justice and fairness, and go beyond issues of rights and title.

TRUTH AND RECONCILIATION CANADA (TRC) CALLS TO ACTION

Working towards reconciliation with First Nations in British Columbia is complex. However, this work is guided by a common goal of closing the gaps between Aboriginal and non-Aboriginal people on health, education, social well-being and employment indicators, addressing land rights, and strengthening cultures and traditions.The ministry is committed to making progress on reconciliation with First Nations and is working in collaboration with partner ministries, Aboriginal organizations and First Nations to address Calls to Action within the Truth and Reconciliation Canada Final Report (2015).

RECONCILIATION CANADA

The ministry provides funding and staff support for Reconciliation Canada's A New Way Forward Society. This organization is the leading voice for reconciliation across the country, acting as a catalyst and guide for social change. As an Indigenous-led charitable organization, Reconciliation Canada catalyzes meaningful relationships through values-based dialogue, leadership and action. Their vision is a vibrant, inclusive Canada where all people achieve their full potential and shared prosperity.

In 2015/16, Reconciliation Canada received $200,000 from the Province to deliver reconciliation activities and to develop the Reconciliation Leadership Learning Experience. This program equips Indigenous, corporate, government, and community leaders and facilitators with the knowledge needed to lead interpersonal and intercultural dialogue, economic reconciliation and organizational change and development.

RECONCILIATION AGREEMENTS

Through economic and reconciliation agreements, the Province and First Nations are creating the opportunity for lasting resolution of First Nations and provincial interests. The Province and First Nations have achieved close to 500 economic and reconciliation agreements in the last decade.

SKILLS AND TRAINING

As part of B.C.'s Skills for Jobs Blueprint, commencing in 2015/16, the Province began investing up to $30M over three years for new Aboriginal skills training projects and partnerships. Designed for and with First Nation communities, the $30M investment is part of a comprehensive plan to assist First Nation communities in benefiting from the emerging LNG sector and other resource development opportunities.

MURDERED AND MISSING INDIGENOUS WOMEN AND GIRLS

In early 2016, the Province held a gathering in Prince George for family members of murdered and missing Indigenous women and girls. The gathering provided an opportunity for ministry staff to experience cultural practices, as well as gain an understanding of how culture plays a fundamental role in Aboriginal healing.

INTERNAL MINISTRY INITIATIVES

NATIONAL ABORIGINAL DAY CELEBRATIONS

Aboriginal staff in government were honoured at MARR's National Aboriginal Day event last June at the Royal BC Museum. One hundred and fifty participants shared in a feast, enjoyed presentations at the museum's longhouse, and explored an Aboriginal Language Exhibit.

MARR's Prince George regional office hosted a barbeque for all natural resource ministry staff on National Aboriginal Day 2015. The same office also welcomed an Aboriginal Youth Intern from September 2015 to May 2016 who provided a new perspective on the ministry's organization and work. Additionally, the staff hosted an Aboriginal book club and film festival during the fall and winter. Staff also participated in the Annual General Assembly corporate day of the McLeod Lake Indian Band in 2015, providing an opportunity to engage with community members and participate in cultural activities.

MINISTRY STAFF STORY #1

Connie Larochelle, a Senior Operations Advisor at MARR, experienced cultural diversity first hand in 2015/16 when she worked with teams from the Ministry of Environment and the Ministry of Forests, Lands and Natural Resource Operations. Moving from her base position within the ministry, she joined offices with a diverse mix of people. Connie seized opportunities to learn from other staff members about their differing cultural backgrounds and she supported their development in sharing her Aboriginal background and perspectives.

She was pleased to hear stories of how Jewish and Chinese grandmothers had similar approaches to sharing food and was delighted by the array of foods her colleagues brought to the potluck such as Ethiopian flat bread Injera and stew Wat.

MINISTRY STAFF STORY #2

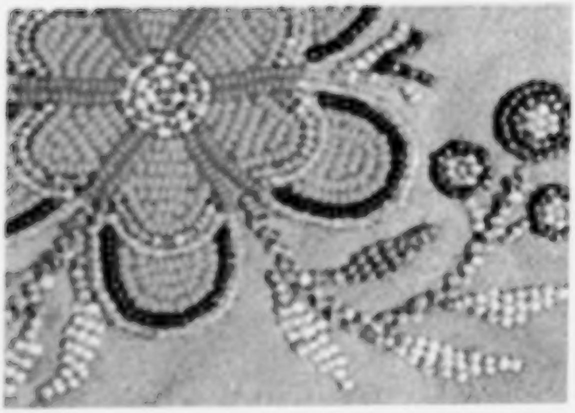
Anita Threlfall, a staff member at MARR, brings diverse life skills and experiences from her home country of India where she served as a librarian in the Directorate of Prosecution Library. Anita's educational background includes a Bachelor of Science (Botany, Zoology, and Chemistry), and a Bachelor of Library. Whether it was with the Ministry of Forests, Lands and Natural Resource Operations, assisting with a million dollar federal audit under the Disaster Financial Assistance for 2003 B.C. forest fires, or researching seafood statistics for wild and aquaculture production for the Ministry of Agriculture, she shares her unique perspectives and learns from those around her.

A lifelong student, Anita is open to new experiences big or small. Such experiences include volunteering for an Elders' Gathering, attending a talk by Chief Justice Murray Sinclair from the Truth and Reconciliation Commission of Canada, and working with a negotiator who mentored her on treaty work. MARR has enriched her professional knowledge and increased her appreciation for the respectful relationship building and reconciliation work it is engaged in with B.C. First Nations.

APPENDIX: DEFINITIONS/NOTES

ABORIGINAL: The term "Aboriginal peoples of Canada" is defined in the Constitution Act of 1982, Part II, Section 35(2), as including "the Indian, Inuit and Métis peoples of Canada". Canada's Aboriginal population is distinct and diverse. "First Nation" is the term generally preferred by Indian peoples of Canada. The term "Indian" is still used when referring to legislation or government statistics.

ABORIGINAL IDENTITY: Aboriginal identity refers to a person who reports he or she identifies with, or is a member of, an organic political or cultural entity that stems historically from the original persons of North America. The term includes the First Nation, Inuit and Métis peoples of Canada.



FIRST NATIONS: Officially called Indians in the Indian Act, this term refers to the indigenous peoples of North America located in what is now Canada. For the purposes of Aboriginal identification within British Columbia, the term "First Nation(s)" is the generally preferred term in place of "Indian". For statistical and analytical purposes, these terms are considered interchangeable and representative of the same population.

STATUS INDIAN: A person who is registered as an Indian under the Indian Act. The Act sets out the requirements for determining who is an Indian for the purposes of the Indian Act.

NON-STATUS: First Nations (Indian) people who do not meet the criteria for registration, or have chosen not to be registered, under the Indian Act.

MÉTIS: Métis means a person who self-identifies as Métis, is of historic Métis ancestry, is distinct from other Aboriginal peoples and is accepted by Métis people. Métis also includes people of mixed First Nation and European Ancestry who identify themselves as Métis, as distinct from First Nations people, Inuit or non-Aboriginal people. Métis have a unique culture that draws on their diverse ancestral origins such as Scottish, French, Ojibway and Cree.

On April 14, 2016, the Supreme Court of Canada, within its decision Daniels v Canada (Indian Affairs and Northern Development), declared that non-Status Indians and Métis are "Indians" under s. 91(24) of the Constitution Act of 1867.

Ministry of Advanced Education

MANDATE

It is the role of the Ministry of Advanced Education to ensure that B.C.'s post-secondary system delivers value while providing educational and training opportunities for young people entering the workforce and existing workers who need to upgrade their skills. The ministry champions inclusive communities and an integrated post-secondary education system to maximize benefits to all British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry welcomes and values diversity in the workplace and is committed to ensuring a respectful environment, free from discrimination and harassment. The executive team works to ensure a diverse perspective is embedded into our workplace culture and approach to our programs, policies, and services. All employees are supported as active participants in this work.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry acknowledges the strength gained in the workplace and in the province through embracing diversity and understanding the role the organization has to play in that regard. The approach to multiculturalism is guided through a diversity plan. This plan outlines steps the ministry is taking to develop workplace culture, and embed principles of cultural diversity within programs and services in response to the diverse needs of students.

The ministry's commitment to supporting multiculturalism through post-secondary *partnerships is demonstrated in its approach* to international and Aboriginal post-secondary education and English as a Second Language (ESL) training. Complementary to this work, the ministry has undertaken several workplace activities to support and embrace diversity as an employer.

HIGHLIGHTS OF INITIATIVES

ABORIGINAL EDUCATION

An Aboriginal Post-Secondary Education and Training Policy Framework and Action Plan was developed in partnership with the First Nations Education Steering Committee, the Indigenous Adult and Higher Learning Association, the Métis Nation British Columbia, the First Nations Public Service, BC Colleges, BC Association of Universities + Institutes, the Research Universities' Council of British Columbia and government representatives. Its goals, objectives, actions and targets will enable the implementation of a 2020 Vision for Aboriginal learners to succeed in an integrated, relevant, and effective post-secondary education system that enhances their participation in the social, cultural and economic life of their communities, the province, and global society.

Funding for the implementation of Aboriginal Service Plans is also provided to 11 public post-secondary institutions in support of initiatives for Aboriginal learners; to strengthen partnerships and collaboration in Aboriginal post-secondary education; and to increase the receptivity and relevance of post-secondary institutions and programs for Aboriginal learners, including providing support for initiatives that address systemic barriers.

As well, the Aboriginal Community-Based Training Partnerships Program enables increased access to employment-related training and education in Aboriginal communities and provides post-secondary education and training opportunities to a broad range of Aboriginal participants. Training provided through the program helps position Aboriginal people and communities to take advantage of economic opportunities.

Further, in 2015/16, the ministry provided funding to BCcampus to support development of open education resources for Aboriginal cultural awareness and Indigenization training. These resources will be accessible to faculty and staff at all post-secondary institutions so that they can be better prepared to meet the needs of Aboriginal students and communities, and to incorporate Aboriginal content, teaching methods, and other approaches of Indigenization into their educational practices.

INTERNATIONAL EDUCATION

Through British Columbia's International Education Strategy, the province aims to develop a globally-oriented education system, ensure all students receive quality learning and life experiences, and maximize the cultural, social and economic benefits of international education for all British Columbia communities, families and businesses.

In 2015/16, the ministry welcomed and supported the visits of international delegations from China, Indonesia, Pakistan and Vietnam for information exchange and to highlight opportunities for education cooperation, two-way student exchanges and joint research initiatives.

To better understand and enhance their study experience, the ministry also completed a survey of over 9,200 international students at British Columbia post-secondary institutions. Results will be used to inform ongoing reviews of policy and practice.

In addition, work began with partner ministries and the British Columbia Council for International Education to develop a refreshed International Education Strategy, to ensure that the province continues to receive the cultural, social and economic benefits flowing from international education activities.

ENGLISH AS A SECOND LANGUAGE

The ministry continues to support 17 public post-secondary institutions to provide ESL to newcomers to British Columbia. These programs help permanent residents and Canadian citizens improve their English language skills to gain fulfilling employment. Post-secondary ESL faculty and staff respect and value the history and culture each student brings to the programs, and to entire college and university communities at large.

In 2015/16, the ministry provided more than $2 million to support ESL learners in their studies through the Adult Upgrading Grant. The grant covers education costs such as tuition, books and child care for students in financial need.

Ministry-funded Community Adult Literacy Programs also bring together immigrants and long-time residents in towns and cities across the province to improve their literacy skills with the help of community volunteers.

Further, The Westcoast Reader, a well-respected, longstanding resource for ESL students and teachers, receives ongoing annual funding from the ministry.

DEVELOPING MINISTRY CULTURE

The ministry continues to promote and provide access for staff to participate in cultural awareness and diversity activities and training. An example is TELTIN TE WILNEW (Understanding Indigenous People), which taught staff the reasons for, and practices of, acknowledging Indigenous territory. Learners took away new knowledge and practical skills to support improved relationships with Aboriginal people.

The ministry also established a partnership with the B.C. Public Service Agency Hiring Centre to create and provide informal training for hiring managers to assist in promoting diversity and removing barriers throughout the recruitment and selection process. The ministry continues to offer support and employment opportunities through the Aboriginal Youth Internship Program.

Ministry of Agriculture

The Ministry of Agriculture works to promote an innovative, adaptive and globally competitive agrifoods sector that is valued by all British Columbians. The ministry supports B.C.'s priorities for a strong economy and secure tomorrow by stabilizing and expanding agrifoods production and incomes, promoting environmental stewardship, and safeguarding animal, plant and human health.

MANDATE

In 2015, as per the mandate letter provided to the Minister of Agriculture, the primary goals for the ministry were:

- » Balance ministerial budget in order to control spending and ensure an overall balanced budget for the Province of British Columbia
- » Assess and report to Cabinet any benefits or challenges arising in the farming community from the 2014 ALC Amendment Act and regulatory changes to the ALC and ALR
- » Update and release B.C. Agrifoods and Seafood Strategic Growth Plan to reflect the growth in the industry and identify the opportunities that lie ahead
- » Work with the Minister of International Trade to identify and execute strategies to continue to grow B.C. agricultural products
- » Continue to execute Strong Economy, Secure Tomorrow commitments including:
    - ◦ Working with the Ministry of Finance to implement the 25% tax credit on the value of farmed food donated to non-profit organizations for budget 2016/17
    - ◦ Working with the B.C. Association of Cattle Feeders to develop and promote their "100% BC Beef Brand"
    - ◦ Working with Intergovernmental Relations to break down interprovincial trade barriers on B.C. wine and craft beer to create new markets for B.C. producers
    - ◦ Work with the provincial organic farming sector to create a "BC Certified Organic" brand to market our locally produced organic foods
- » Identify options and present to Cabinet opportunities to develop a longer-term Buy Local strategy to encourage British Columbians to purchase local agricultural products and develop long term food supply security for the province
- » Implement the Fish and Seafood Act passed by the legislature in the 2015 spring legislative session
- » Review and make recommendations to Cabinet on the provincial aquaculture strategy by October 31, 2015
- » Working with the Ministry of Environment, undertake an analysis to help the B.C. agriculture industry adapt to a changing climate and make recommendations to Cabinet on challenges and opportunities climate change will have for B.C. agriculture.
- » Work with the BC Wine Appellation Task Group to make recommendations to Cabinet on how to improve the certification of 100% B.C. made wine.

HIGHLIGHTS OF INITIATIVES

International market development staff participated in incoming and outgoing trade missions and undertook other initiatives including:

EXPORT MARKET OPPORTUNITY SEMINAR

In collaboration with Agriculture and Agri-Food Canada, the ministry delivered two seminars involving foreign buyers, distributors, and market experts from Europe and South East Asia who spoke to B.C. companies about the challenges and opportunities in B.C.'s export markets, and helped them understand how to develop strong cross-cultural business relationships.

BC-KOREA TRADE AND INVESTMENT FORUM

In collaboration with the Ministry of International Trade, the Ministry of Agriculture supported the delivery of a trade and investment forum after the ratification of the Canada-Korea Free Trade Agreement, which included panel discussions with market experts from Canada and Korea. The forum provided B.C.'s agrifood and seafood companies with information on the cultural differences and business opportunities in Korea to help facilitate the development of strong, mutually beneficial trade relationships with Korean buyers.

INTERNATIONAL TRADESHOWS

In collaboration with the Ministry of International Trade, the ministry organized and supported a B.C. booth within the Canada Pavilion at key international tradeshows, including Seafood Expo Global (Brussels, Belgium), Asia Fruit Logistica (Hong Kong), ANUGA (Cologne, Germany) and the China Fisheries and Seafood Expo (Qingdao, China). The trade shows provided B.C.'s agriculture and seafood industries with the opportunity to showcase their products; develop business relationships with European and Asian buyers; and better understand the cultural differences that affect consumer purchasing behaviours and the development of successful trading relationships.

AGRICULTURE, AQUACULTURE AND CAPTURE FISHERIES IN FIRST NATIONS COMMUNITIES

The Ministry of Agriculture provides ongoing support for economic and social development of agriculture, aquaculture and capture fisheries in First Nations communities through strong relationships based on trust, understanding and respect. This initiative supports the development of enhanced and targeted information resources, tools and education extension services to build the agriculture, aquaculture, and capture fisheries and food business management capacity of First Nations communities in British Columbia.

ACTIVITIES AND ACHIEVEMENTS

- Ongoing support for agriculture business development in First Nations communities; response to information inquiries and facilitation for enhancing business networks.
- Resources, workshops and skills training developed and delivered to First Nations clients to promote and support start-up and growth of agrifood businesses and projects.
- Support for the First Nations Agriculture Opportunity Assessment Program (FNAOA), an adaptation of the Farm Business Advisory Service advancing the development of agriculture opportunities by First Nations communities and organizations. 7 FNAOA projects throughout the province were supported in 2015/16.
- Support for First Nations producers through the Farm Business Advisory Service, Strategic Outreach Initiative and Environmental Farm Plan program.
- Continued support for local food initiatives and participation with the First Nations Food Systems Steering Committee.
- Organized and supported First Nations Food Systems session at the Canadian Institute of Food Science and Technology's annual conference in Vancouver. This session highlighted aboriginal approaches to food, agriculture and aquaculture business development.
- Supported the salmon aquaculture sector where First Nations are active participants with 78% of production coming from traditional territories.
- Continued support for First Nations aquaculture development, working with the Aboriginal Aquaculture Association and responding to requests for information from band offices.
- Key sponsor and participant of Aquaculture Canada 2015, the National Conference of the Aquaculture Association of Canada that supported a technical session on First National Aquaculture and funding a youth development initiative Aquaculture in the Classroom, which targeted senior secondary students from schools on Vancouver Island that included First Nations youth and youth from other cultural backgrounds.

- Continued support of the Namgis' First Nation Atlantic salmon, land-based recirculating aquaculture pilot project, Kuterra.
- Supported innovative projects to foster local and export marketing of First Nations seafood business including Haida Wild Seafoods' Buy Local initiative and U.S. and European market expansion efforts, including Coastal Shellfish Limited Partnership's live scallop marketing into the U.S.
- Provided a range of education and program outreach and tools in the languages of prominent ethnic groups represented in the B.C. agricultural sector. This includes the following actions and activities:
  - Translating the on-farm Food Safety GAP Manual (a manual to assist producers to improve on-farm food safety practices) into four languages: Spanish, Punjabi, Mandarin Chinese, and French.
  - Translating the farm worker informational video and booklets on personal hygiene and sanitation.
  - Food Safety staff are periodically asked to interpret for non-English speaking producers and the general public who make inquiries at the ministry's Abbotsford office.
  - Educational workshops conducted by staff utilize translators to meet the language needs of the participants.
  - Translated signage with key food safety messaging has been reprinted to maintain their availability.
  - Meat Inspection staff have drawn on many of these languages to more effectively communicate with the operators and staff in our provincially licensed abattoirs.
  - In cooperation with industry partners, translation services (Punjabi) have been offered at industry extension meetings on plant health issues.
  - In addition, Punjabi translation is available for clients submitting to the Plant Health Lab in Abbotsford.
  - Business Risk Management (BRM) program information has been offered in Punjabi as well as in videos on the BRM website.
  - BRM Branch staff also offer translation services or services in Punjabi in Kelowna, Oliver and Abbotsford offices.
  - Also in cooperation with industry partners, outreach materials on critical plant pests, such as the spotted wing drosophila, have been prepared in both English and Punjabi to reach the majority of growers of these commodities.
- Ongoing support for the B.C. 4-H program, which works with over 2,200 youth ages 6 to 25, in a variety of leadership and agriculture youth development programs across the province and involves youth from many cultural backgrounds.

Ministry of Children and Family Development

MANDATE

The Ministry of Children and Family Development (MCFD) works with Delegated Aboriginal Agencies, Aboriginal service partners, approximately 5,400 contracted community social service agencies and foster homes, as well as cross-government and social-sector partners to deliver inclusive, culturally respectful, responsive and accessible services that support the well-being of children, youth and families in British Columbia. MCFD's primary focus is to support vulnerable children and their families by using a client-centred approach to service delivery that builds on the family's existing resources and capacities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry embraces cultural diversity in the workplace through a commitment to providing programs and services that recognize and value cultural diversity and establishing a culturally safe, sensitive, and competent approach to practice. A critical focus for the ministry is working in partnership with Aboriginal communities to improve services and outcomes for Aboriginal children, youth and families. A training plan has been developed to focus specifically on building Aboriginal cultural competency within the ministry.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Collectively, ministry staff throughout B.C. speak more than 35 different languages — representing over 70 different cultures — and embrace this diversity as part of their corporate culture.

» Service Delivery Areas (SDA) throughout the province regularly access translator services to ensure interpreters are available to support clients from different cultures in fully communicating their needs. The South Island Multicultural Outreach Counselling Program draws upon these services regularly to engage with their clients. Child Care Subsidy and Autism Funding branches also contract with Provincial Language Services for translation services of more than 150 languages.

» Some communities in B.C. have a large immigrant population; in Burnaby, for example, over 50% of their total population and about two-thirds of households speak non-official languages most often at home. To support these British Columbians, services are regularly reviewed so they meet the diverse and changing needs of ethnic communities.

» The ministry recognizes the need to better serve the Aboriginal population. In collaboration with Delegated Aboriginal Agencies and other organizations, the ministry developed the Aboriginal Policy and Practice Framework to be able to apply a stronger culturally appropriate lens to everything the ministry does.

» As Aboriginal youth are over represented in the youth justice system, MCFD ensures that contracted youth justice programs that provide residential rehabilitative services also emphasize connections to Aboriginal culture, language and community.

» The Aboriginal Youth Internship Program provides unique employment experiences for youth. In 2015-16, the ministry employed five interns in various positions in B.C.

- Examples of provincial diversity activities included:
    - a two-day Aboriginal Employee Recruitment and Retention Forum to inform strategies, program, practice or processes to improve the experience of current and future Aboriginal employees across the province;
    - Button blanket ceremonies
    - Partnering with elders' advisory groups to support, guide and plan for their involvement in case work if needed
    - Internationally themed potlucks
    - Gay/straight alliance clubs
    - Lunch and Learn sessions on Aboriginal-focused topics
    - Aboriginal Day celebrations
    - Aboriginal cultural training to foster parents and caregivers
    - Mentoring for guardians of adopted children of African heritage

PARTNERSHIPS THAT SUPPORT MULTICULTURALISM

- The South Island Service Delivery Area (SDA) shares resources and provides services – such as a parent group and other supports – through the Multicultural Outreach Counselling team, Victoria Immigrant and Refugee Centre Society and Intercultural Association, and collaborates with Settlement Workers in Schools (SWIS) and south island schools. The South Island SDA also provides consultation to MCFD direct service teams on ways to best work with the mental health needs of refugees and newer immigrants.
- A new table started in Prince George with representation from ministry staff, Northern Health, the Ministry of Social Development and Social Innovation and Minister Responsible for Housing ensures support for Syrian refugees moving into the North Central SDA.
- Through partnership with the Promoting Community through Kids in Sports (PuCKS) program in Langley, young immigrants learn how to create digital stories about their families, culture, past experiences, and future dreams using iPads and apps. The community was brought together to appreciate and celebrate the accomplishments of these youth. Digital stories continue to be a helpful for immigrants transitioning to their new life in British Columbia.
- The Recruitment Team is partnering with the Ismaili Society, Mosaic, Vancouver and Lower Mainland Multicultural Services Society and other multicultural organizations on a new campaign "We are all Recruiters".

HIGHLIGHTS OF INITIATIVES

MINISTRY TRAINING CURRICULA AND LEADERSHIP PROGRAMS

Culture and diversity continue to be considered in the development and revision of various training curricula offered to ministry staff. Working groups that helped develop course materials consist of members from diverse cultural groups. Ongoing curriculum development in child welfare training and permanency planning training continues to apply these principles. More specifically, the curriculum development process for Children and Youth with Special Needs training incorporates numerous lenses of practice, including cultural safety, with a view to recognizing that each child, youth and family is unique and therefore require an individually tailored approach to service delivery.

In accordance with the ministry's plan to build cultural competency with its employees, three training courses are being offered through the BC Public Health Services Authority (PHSA), including two online Indigenous Cultural Competency training courses – Core Mental Health and Cultural Safety in Indigenous Child and Family Services. A one-day experiential workshop, Building Bridges Through Understanding the Village, is offered in addition to the online courses. Participation in the training has been as follows:

- PHSA Core Mental Health Online Course: 51 participants completed in 2015-16
- PHSA Cultural Safety in Indigenous Child and Family Services: 113 completed in 2015-16
- Building Bridges Through Understanding the Village: 389 completed in 2015-16

The Leadership 2020 Indigenous Focus program supports emergent and legacy leaders from the ministry, Delegated Aboriginal Agencies and Aboriginal Friendship Centres to develop their leadership skills, build strong relationships, and contribute to agencies and communities. The program takes place over 10 months and includes residential, online, and self-directed learning opportunities. A third session was offered in the 2015-16 year with 35 participants completing the program.

Further, in 2015-16, the Prince George Youth Custody Service has worked to successfully transition their focus from one of understanding cultural competency, to the implementation of services and programming that integrates cultural competencies into daily practice. The shift is built on four fundamentals of:

- Truth telling: Speaking the truth about our system and its effects on the indigenous youth and families we serve;
- Acknowledging: Learning from the past and seeing one another with new understanding;
- Restoring: Doing what we can to remedy the harm through a lens of continuous improvement; and
- Relating: Working respectfully together to design, implement and monitor the new delivery mechanisms.

CELEBRATIONS

Ministry staff and children in care have attended various Aboriginal cultural events around B.C., such as NENAN Youth and Elder's gathering, Taylor Pow Wow, Gathering Our Voices and an Honouring Circle to connect youth with their community and family and to give them a sense of belonging.

HOYJA Celebration 2015, an annual traditional Rights of Passage ceremony honouring youth who are on their journey to adulthood and aging out of the ministry, was hosted by Surrey/Delta Aboriginal Services team (Circle 5) on Tsawwassen First Nation territory.

FORUMS, PROJECTS AND WORKSHOPS

South Island SDA held a community forum, in collaboration with other refugee serving community agencies, on the mental health realities for refugees, particularly for the most recent influx of Syrian refugees. Specialists Adrienne Carter and Linda MacLagan offered powerful presentations on the mental health journey and treatment considerations for refugees, the Canadian Red Cross gave a presentation on the realities of life in refugee camps and a community panel answered questions and provided information to attendees including mental health professionals, refugees, refugee-sponsoring families and community refugee-serving societies.

SERVICES AND SUPPORTS

The North Peace Local Service Agency works to ensure that a social worker is assigned to be the liaison with local First Nations communities, leading to increased relationship building and better collaborative planning.

Aboriginal Outreach teams support staff and community members to understand the impact of residential schools and colonization. Teams involve local First Nations Elders in their work with Aboriginal children, youth and families.

The ministry is working with Kamloops Immigrant Services to provide new immigrants with a better understanding of child protection in British Columbia. They also participated in the provincial campaign to raise awareness of the Duty to Report child protection concerns.

MCFD programs have involved the Aboriginal community, agencies and others to assist with cultural programming. In consultation with the community, Prince George Youth Custody Services developed an Aboriginal services improvement plan which has guided their collective responses over the last three years.

The plan is now in its final year and continues to support the development and implementation of cultural initiatives such as the development of a wisdom council, quarterly Elders teas, celebration of key events, the introduction and ongoing refinement of a holistic health services assessment and intervention approach, completion of a new outdoor gathering space, and redesign of the educational program incorporating a new communication system that focuses on restoring relationships and building positive peer climates referred to as 'The Response Ability Pathways.'

As well, the Tri-Cities Early Childhood Development Committee's Parent Ambassador program has helped connect more newcomer families to child development services that help families transition to a new life in Canada.

Ministry of Community, Sport and Cultural Development

MANDATE

The Ministry of Community, Sport and Cultural Development and Responsible for TransLink (CSCD) brings together key government services and supports which help to make B.C. communities great places to live, work, visit and invest. The ministry provides support to local governments, non-profit organizations and residents to build vibrant and healthy communities that are well governed, liveable, safe, economically resilient, socially and environmentally responsible and full of opportunities for participation in sport and the arts.

CSCD's work provides opportunities for local governments to reflect cultural diversity in their communities, services and programming. Ministry programs and community gaming grants are used to fund arts, culture and sport initiatives in all regions of the province. The ministry's role in growing the creative economy and creative workforce positions our province to capitalize on one of the most rapidly growing sectors in the world.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry executive is committed to building a strong and capable organization that embraces diversity in the workplace. The ministry works to build communities that recognize and value cultural diversity and promote collaborative relations between local governments, First Nations, community groups and citizens.

CSCD delivers programs and services that are designed to treat everyone fairly, equitably and respectfully.

The executive supports staff activities that promote awareness of diversity and multiculturalism, including training and development and employee engagement activities. Last year, the executive supported an inclusive and respectful workplace through initiatives such as First Impression Breakfasts for new employees.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Multiculturalism is embraced in the workplace and the ministry is a welcoming organization that values diversity and treats individuals respectfully and without discrimination.

In 2015/16, CSCD continued to support the Aboriginal Youth Internship Program, which provides unique employment experiences within the ministry to Aboriginal youth. Through this program, the ministry provides a meaningful opportunity to support Aboriginal youth to build professional skills and networks, develop leadership skills and share their culture with others.

HIGHLIGHTS OF INITIATIVES

Ministry programs and grants supported effective and inclusive communities by facilitating opportunities for participation in local governance, cultural activities, arts and sport. Key initiatives in 2015/16 included:

- Development of the Premier's Awards for Aboriginal Youth Excellence in Sport with the Aboriginal Sport, Recreation, and Physical Activity Partners Council – a partnership made up of the BC Association of Aboriginal Friendship Centres, the First Nations Health Authority and Métis Nation BC. These awards build on Premier Christy Clark's commitment to establish a program to honour and celebrate the achievements of Aboriginal youth in sport.
- Continued partnership between the BC Arts Council and the First Peoples' Cultural Council, with FPCC delivering the Aboriginal Arts Development Awards. BC Arts Council programs also supported a variety of cultural artistic practices, in all disciplines.

Journée de la francopho
B.C. Francophonie Day
BRITISH COLUMBIA
COLOMBIE-BRITANNIQUE

- Continued use of community engagement as one of the assessment criteria and areas of focus for BC Arts Council Programs. As defined in program guidelines, community engagement includes ongoing engagement with a range of artists, arts organizations and communities, especially with Aboriginal, culturally diverse and geographically isolated communities.
- Capital for Kids Program funding of $170,000 to offset travel costs for youth groups participating in the program and included participants from public schools, First Nations schools, as well as faith-based and non-faith-based private schools.
- Continued annual support for the After School Sport and Arts Initiative. The initiative supports programs that offer opportunities in sport and creativity to multicultural populations in areas such as Haida Gwaii, Prince George, New Hazelton, Surrey, Alert Bay and Vancouver.
- Funding support provided to the Conseil jeunesse francophone de la Colombie-Britannique to support the delivery of Parlement Jeunesse Francophone de la Colombie-Britannique (BC Francophone Youth Parliament). The Francophone Affairs Program, Intergovernmental Affairs Secretariat, matched CSCD's $6,500 grant.
- Community Gaming Grants supported a wide variety of cultural celebrations and activities, including local festivals, heritage associations, public safety programs and parent advisory councils. In support of multiculturalism and founding cultures, the Community Gaming Grants Program provided:
    - $2.4 million to non-profit First Nations organizations to support a variety of services and initiatives ranging from friendship centres to cultural societies and support for elders in the community.
    - $840,000 to 21 agricultural fairs to celebrate rural heritage and reflect the economic vitality and cultural legacy of B.C.'s communities.
    - Over $1.1 million to non-profit organizations dedicated to the promotion and support of multiculturalism communities. These grants included $94,000 to the Pacific Immigrant Resources Society and $88,200 to the Multi-lingual Orientation Service Association for Immigrants.
    - Over $2.6 million to community organizations that provide cultural celebrations, support networks and community education information and programming focussed on a specific ethnicity, nationality, language and/or religion. Organizations supported last year included the Chinese Cultural Centre of Greater Vancouver, the Nikkei National Museum and Cultural Centre and the Jewish Women International Foundation of BC.

In 2015/16, the ministry provided funding, advice and other resources to help local governments provide key services to citizens, build or upgrade local infrastructure and ensure the existence of sound local governance structures. Initiatives included:

- Increased access to and participation in local government elections through publication of the Voter's Guide to Local Elections in B.C. in multiple languages. This user-friendly guide provides information on when and how to vote in all types of B.C. local elections and is available in English, French, Chinese-Simplified, Chinese-Traditional, Farsi, Korean and Punjabi.
- Support for the Community to Community Forum Program which enables local governments and First Nations to jointly host forums to discuss issues, challenges and opportunities to work together. Since 1999, over 500 regional and five provincial forums have been held, many resulting in service agreements, memorandums of understanding, protocol agreements and stronger relationships between neighbouring communities.

Ministry of Education

MANDATE

The Ministry of Education supports and guides the development of an education system that empowers all learners to acquire the knowledge and skills needed to contribute to a healthy, democratic and pluralistic society with a prosperous and sustainable economy. The ministry works with school districts, communities, libraries and other partners to create a solid foundation for the upcoming generation of British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Government of British Columbia is committed to recognizing and honouring the diversity of all British Columbians. Diversity among people is one of the most prominent features of B.C.'s society – and our schools.

Over the years, British Columbia has made an increasing commitment to a school system with teaching and operational practices that honour diversity and promote human rights. The Ministry of Education works to enhance respect for all cultures throughout the school system. Ministry staff are united in their commitment to expand success within the school system for students of all cultures, and to promote students' global and cultural understanding through our curriculum and resources.

The ministry continues to work closely with Aboriginal organizations, such as the First Nations Education Steering Committee, to ensure that Aboriginal perspectives are an integral part of everything we do for the benefit of all students.

The school system strives to create and maintain conditions that foster success for all students, and that promote fair and equitable treatment for all. These conditions include:

» equitable access to and equitable participation in quality education for all students;

» school cultures that value diversity and respond to the diverse social and cultural needs of the communities they serve;

» school cultures that promote understanding of others and respect for all;

» learning and working environments that are safe, welcoming and free from discrimination, harassment and violence;

» decision-making processes that give a voice to all members of the school community; and

» policies and practices that promote fair and equitable treatment.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Multiculturalism recognizes and values the ethnocultural diversity of our society. It is acknowledging and valuing diverse ethnic heritages as well as appreciating and incorporating diverse approaches to learning and working environments.

It is important to note that Aboriginal Peoples, as the original inhabitants of Canada, distinguish their cultural status from the broader definition of Canada's cultural mosaic acknowledged in the concept of multiculturalism.

ENGLISH LANGUAGE LEARNERS, NEWCOMERS TO BRITISH COLUMBIA, CHILDREN AND YOUTH FROM REFUGEE BACKGROUNDS

Government is committed to supporting all students to achieve the expected learning outcomes of the provincial curriculum. This includes students who require additional language development support either in English (in all school districts), or in French (in the Conseil Scolaire Francophone).

The ministry provides supplemental funding to boards of education to enable school districts to provide necessary supports and services to school-age students who are newcomers to Canada in the amount of $1,380 per student.

For students who enrol in British Columbia schools after the ministry's regular September 30 reporting deadline, the ministry provides half of the basic funding allocation per student to the reporting district. In 2015/16, the Ministry of Education provided $82.66M in supplemental funding to 61,720 students who required additional language development support.

The Ministry of Education also provides resources to school districts to assist educators in meeting the needs of students who require additional language development. The following documents for English Language Learning (ELL) are available on the Ministry of Education website:

» ***ELL Students: A Guide for Classroom Teachers***
This guide supports K -12 classroom teachers who have had limited experience working with ELL students.

» ***ELL Students: A Guide for ELL Specialists***
This guide is aimed at ELL specialists, including district consultants, school-based teachers and itinerant teachers who work with students at several different schools.

» ***ELL Standards***
This guide supports educators to plan and deliver relevant instruction and assessment of ELL students.

» ***ELL Policy and Guidelines***
This document provides policy and guidelines to school districts in the delivery of ELL services to students.

» *ELL Planning Tool*
This tool is used to facilitate planning processes and to determine the instructional support needs of students with ELL needs.

ELL supports and services are designed to further the intellectual, social, and career development of students; to help students experience and affirm a sense of self-worth rooted in pride in their heritage; and to develop an understanding of the similarities and differences between students' home culture and the values and culture of their local school and community.

DIVERSITY IN BC SCHOOLS: A FRAMEWORK

This framework outlines the overarching goals of British Columbia's school system with respect to multiculturalism. Goals or purposes both for Multiculturalism and for Aboriginal Peoples include:

» developing cross-cultural understanding to create sensitivity to and respect for difference;

» eliminating racism – addressing the effects of historic, organizational, systemic and attitudinal racism by:
  - working to create an awareness of racism;
  - educating people about what they can do about racism; and
  - developing policies and strategies that take action against racism.

» eliminating systemic and attitudinal barriers that prevent full and equitable participation in community services, employment and education;
  - systemic barriers such as policies and practices that intentionally or unintentionally exclude, limit and discriminate against individuals and groups; and
  - attitudinal barriers that create an environment where people may act out their prejudices, assumptions and biases.

» developing culturally responsive services to meet the changing needs of the communities they are intended to serve, rather than expecting clients and consumers to adapt to prescribed services as they exist.

Through legislation and policy, the Ministry of Education supports cross-cultural awareness and respect both within the organization and across the school system. The diversity of the province is reflected in the education system. The system also models and promotes flexibility to respond to diverse cultural needs and the courage to speak out against discrimination.

HIGHLIGHTS OF INITIATIVES

ONGOING EXTERNAL INITIATIVES

ERASE Bullying Strategy

The ministry continues to focus on the ERASE Bullying Strategy, a comprehensive prevention and intervention strategy designed to promote positive mental health, foster school connectedness and address bullying and other harmful behaviours in schools.

All 60 school districts are required to have in place school Codes of Conduct – the content and conduct expectations in all codes must meet the provincial standards set out in the Provincial Standards for Codes of Conduct Order. Everyone in the school system is expected to live up to the conduct standards set out in their school codes – including respecting the rights of all individuals as expressed in the Canadian Charter of Rights and Freedoms, the BC Human Rights Code and the School Act.

The ERASE Bullying strategy includes a comprehensive five-year training program for educators and community partners – to date, more than 14,000 have been trained; over 200 training sessions have been held across the province.

A key goal of the Strategy is to ensure every child feels safe, accepted and respected, regardless of their gender, race, culture, religion, or sexual orientation.

The ERASE website (erasebullying.ca) launched in November 2012, continues to provide resources, tools and tips for parents. A corresponding Twitter feed @ERASEbullyingBC was also created and, as of June 2015, the feed has over 3100 followers.

As part of the ERASE Bullying Strategy, government launched a reporting tool at www.reportbullyingbc.ca for students to report concerns anonymously. The tool provides a safe place to report bullying or other safety issues using technology that students are using every day. The reporting tool provides another option for students to reach out and seek help. The reporting tool is currently available in English and French to students in public and independent schools.

Diverse Learning Options

Consistent with the calls to action of the Truth and Reconciliation Commission of Canada, the Ministry of Education continues to demonstrate its commitment to establishing a new and respectful relationship between Aboriginal and non-Aboriginal people. These respectful relationships are at the root of several of the recommendations provided in the November 2015 report on Aboriginal education by British Columbia's Office of the Auditor General.

The ministry works collaboratively with Aboriginal communities and school districts to improve the success and educational experience of Aboriginal students in British Columbia through Aboriginal Education Enhancement Agreements. Over 100 of these five-year agreements have been signed, resulting in improved completion rates, academic achievement, and increased cultural awareness among all students.

The ministry supports partnerships between school districts and First Nation communities to develop language curriculum documents for First Nations language study within the public school system. To date, 16 British Columbia First Nations language curriculum documents have been added to the British Columbia K-12 curriculum, and additional documents are currently in development.

To complement these efforts, the ministry also works with Indigenous and Northern Affairs Canada and the First Nations Education Steering Committee to help build capacity in both the First Nations school system and the provincial public education system. By implementing the Tripartite Education Framework Agreement, the ministry has extended provincial exam program access to First Nations schools, and continues to work with First Nations regarding the intent to award provincial Dogwood graduation certificate on reserve.

One of the ways the Ministry of Education promotes the richness and importance of multiculturalism is by making it mandatory for all students to learn a second language from Grade 5 to Grade 8. The ministry works closely with Heritage Canada to support education in French language learning in British Columbia.

The ministry also supports a number of cross-Canada student exchange programs that promote language and cultural learning.

- Destination Clic (Grades 8 and 9): Francophone students are immersed in French language and culture on university campuses in Ontario, Quebec or New-Brunswick for three weeks during the summer.
- British Columbia - Quebec Exchange Program (Grades 10 and 11): Each fall, British Columbia French Immersion or Francophone program students and their families welcome into their homes Quebec students with whom they were matched. For three months, the British Columbia and Quebec students attend school and participate in local activities together. In late January, the British Columbia students travel to Quebec, and spend three months there living with the Quebec students and their families, attending school, and experiencing Quebecois culture. Participating students receive credit towards graduation.
- Explore (Grades 11 and up): Students are immersed in French language and culture for five weeks on university campuses across Canada. Participating students may receive credit towards post-secondary graduation.
- Odyssey (Requires one year of post-secondary): Participants work full time as teaching assistants in classrooms across Canada, teaching English to Francophone students, or French to English-speaking students. Participants gain teaching experience, while being immersed in the local language and culture. Host teachers and learners benefit from having a native speaker of whichever official language is being taught in the classroom.

Open School BC (OSBC) helped the Ministry of Education to support and promote multiculturalism through the Bamboo Shoots: Chinese Canadian Legacies in British Columbia project. Following the provincial apology in May 2014 for historical wrongs against Chinese Canadians, Open School BC was approached by the Ministry of International Trade to lead one of the 14 legacy initiative projects that resulted from the consultation with the Chinese Canadian community. The project was to create two educational resources, for Grades 5 and 10, to support teachers in addressing the topic of Chinese Canadian history in their classrooms.

OSBC worked with many stakeholders, including the Legacy Initiatives Advisory Council, the Royal BC Museum, and British Columbia teachers and historians to develop a shared vision for the project:

- To tell a more complete history of Chinese Canadians in British Columbia, including:
  - their perseverance through harsh conditions and discrimination;
  - their many and varied contributions to the development of British Columbia; and
  - their legacies that live on today.
- To provide teachers with enough supporting materials that they would feel comfortable teaching this topic in their classes.
- To engage students through:
  - real stories of Chinese Canadians in our province; and
  - investigations of primary source materials.

To realize this vision, OSBC collaborated with stakeholders to create:

- a website that houses lesson plans, assessment tools, historical backgrounders, and an image gallery containing over 300 archival photographs and historical documents and video and audio clips of interviews; and
- a timeline-building card game to help students learn about and sequence some key events in Chinese Canadian history.

To supplement these resources, the Royal BC Museum created an outreach kit, including replicas of archival materials as well as teaching resources, which is available for teachers to sign out from the museum.

Through the Libraries Branch, the ministry continues to work with library partners, including the British Columbia Library Association First Nations Interest Group and Public Library InterLINK to support multicultural awareness opportunities and supports for library staff and the communities they serve. This includes supports for professional learning for library staff, a focus on equitable access to library services across British Columbia and assisting libraries in building strong multicultural, multi-lingual and culturally sensitive collections. The Government of B.C.'s focus on international education – the global, two-way flow of students, faculty, staff and ideas – also enhances multiculturalism in B.C.:

» Across the province, everyone benefits from the cultural diversity that the approximately 18,700 K-12 international students bring to our schools, communities and families.

» International education underscores the value for young people to become fluent in different cultures and languages, and to become skilled in a variety of international competencies – skills and understanding gained through international education activities contribute to B.C.'s respect for and celebration of cultural diversity.

» British Columbia Certified Offshore Schools are active in eight countries across four continents. These 45 schools, which provide a British Columbia high school education to approximately 12,000 international students, regularly partner with British Columbia elementary and secondary schools to promote exchanges, short-term study opportunities and other learning collaborations.

» B.C. encourages the efforts of school districts and independent schools that annually send groups of British Columbia students to study and participate in academic, sporting and cultural events and programs in other countries.

» The International Education Branch launched three scholarship programs in 2015/16 that support multiculturalism by promoting foreign language study among British Columbia students, facilitating study and teach abroad opportunities for British Columbia students and teachers, and encouraging international students to study in British Columbia at the K-12 and post-secondary levels.

NEW EXTERNAL INITIATIVES

B.C.'s New Curriculum

Central to the new curriculum are the core competencies: communication, thinking, and personal and social competencies. Most relevant to multiculturalism are the personal and social competencies that encompass the abilities students need to thrive as individuals, to understand and care about themselves and others, and to find and achieve their purposes in the world, including:

» Positive personal and cultural identity, which involves the awareness, understanding, and appreciation of all the facets that contribute to a healthy sense of self. It includes awareness and understanding of one's family background, heritage(s), language(s), beliefs, and perspective, and sense of place.

» Social awareness and responsibility, which involves ability and disposition to cooperate and collaborate with others, consider the interdependence of people with each other and the natural world, resolve conflicts peacefully, value diversity, empathize with and appreciate the perspective of others, and create and maintain healthy relationships within one's family, community, society, and the natural environment.

» Personal awareness and responsibility, which involves developing all aspects of personal well-being; making ethical decisions and taking responsibility for one's actions and how they impact self and others.

The Ministry of Education has included more content related to past historical wrongs in the new curriculum. While the initial impetus for this project was government's apology for past discriminatory policies and legislation against Chinese Canadians, the Ministry of Education's mandate was broadened to include historical wrongs towards, and achievements of, other East Asian and South Asian communities, including topics such as Japanese internment and the Komagata Maru incident. Content related to historical wrongs appears in the Social Studies curriculum at the elementary school level in Grades 5 and 6 and at the secondary school level in Grades 10 and 11.

The Ministry of Education is now halfway through the three-year roll out of the redesigned curriculum. The new curriculum has been fully implemented in every kindergarten to Grade 9 classroom since September 2016, and teachers are currently trying out draft new curriculum in grades 10 to 12. As part of the redesign, concepts related to multiculturalism are embedded throughout the curriculum with a particular focus in two subject areas: Social Studies and Physical and Health Education.

» In the new Social Studies K-9 curriculum and draft 10-12 curriculum, content topics related to multiculturalism and diversity are included at every grade level. In particular, special emphasis has been placed on ensuring that there are content topics throughout the curriculum related to key diversity and multiculturalism issues, including Aboriginal history and discrimination against immigrants from East and South Asia.

» The Social Studies curriculum also places a much stronger emphasis on thinking skills such as historical empathy and perspective-taking. In the new Social Studies curriculum and drafts, students not only learn content related to multiculturalism and diversity, but are also expected to try and consider world views and perspectives different from their own.

» One of the main elements contained within the Physical and Health Education curriculum focuses on learning about healthy relationships and includes topics such as the importance of respect and tolerance for others, how to avoid and respond to discrimination and stereotyping, and the role of diversity and multicultural respect in promoting community health and wellbeing.

INTERNAL INITIATIVES

As part of its ongoing commitment to raise cross-cultural awareness and respect within the organization, the ministry is striving to:

» attract, develop and retain a workforce that reflects British Columbia's diversity;

» embed the principles of diversity in the practices, policies and services of the ministry; and

» remove barriers in our interactions with citizens and within the public service.

Anti-Bullying Day, aka Pink Shirt Day, is celebrated annually within the ministry. On a designated day in February each year, ministry staff are encouraged to wear pink to promote the prevention of bullying.

NEW INTERNAL INITIATIVES 2015/16

The ministry continues to strive to create a workforce that is diverse with respect to employees' life experience, education, background and culture – to better reflect the diversity of students throughout the school system, their different views and experiences, and better respond to their needs. The ministry remains committed to hiring employees that reflect the diversity of our classrooms and province.

In early 2015, the ministry hired 25 co-op students to fill short-term project-based roles. Of these, 23 employees were under the age of 30, helping the ministry to leverage the benefits of an age-diverse workforce. In addition, some of the students came from diverse cultural backgrounds, adding to an already diverse workplace.

From April 2015 to March 2016, the ministry provided seven Discrimination Prevention Workshops to employees. The purpose of this training was to ensure that all our employees are aware of the policies, procedures and definitions related to a respectful workplace. This training is now a mandatory part of the ministry's on-boarding program.

In celebration of Child and Youth Mental Health Week in May 2016, the ministry held a LGBT2SQ+ Workshop and FRIENDS Orientation Seminar. Ministry employees attended the LGBT2SQ+ workshop to learn about sexual orientation and gender identity and the importance of pronouns. The FRIENDS Orientation Seminar is a classroom-based, anxiety prevention and resiliency program delivered by teachers.

Ministry of Energy and Mines and Minister Responsible for Core Review

MANDATE

The Ministry of Energy and Mines is responsible for British Columbia's electricity, alternative energy, mining and mineral exploration sectors. These sectors are made-up of diverse interests that explore for and produce coal and other valuable minerals, and that develop electricity, clean or renewable energy sources, including biomass, biogas, geothermal, hydro, solar, ocean, wind and low-carbon transportation fuels. Through teamwork and positive working relationships with its clients and stakeholders, the ministry facilitates thriving, safe, environmentally responsible and competitive energy and mining sectors in order to create jobs and economic growth in communities across the province. In fulfilling its mandate, the ministry consults with other ministries and levels of government, energy developers and marketers, mineral exploration and mining companies, First Nations, communities, environmental and industry organizations, and the public.

The ministry is responsible for the following Crown corporations: British Columbia Hydro and Power Authority (BC Hydro), Columbia Power Corporation and Columbia Basin Trust.

The ministry's stakeholders are British Columbians and their representatives at all levels of government, First Nations, community groups, non-profit societies, schools, service organizations, private-sector companies, project proponents, and environmental and industry associations. Key to the ministry's success is its ability to maintain strong, collaborative relationships with stakeholders, partner agencies and other levels of government.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Energy and Mines remains committed to respectful, honest, trustworthy and ethical behavior, and diversity in all its communications and actions. The ministry's executive team ensures policies, programs and decisions across government support the establishment of a thriving, competitive mining industry that is environmentally and socially responsible. The current focus is on building awareness and accountability for all by focusing on communication, conversation and ongoing dialogue.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

- The Ministry of Energy and Mines is comprised of staff who speak a wide variety of languages including:
    - Afrikaans, Cantonese, Czech, Dutch, English, French, German, Hindi, Italian, Mandarin, Polish, Punjabi, Russian, Spanish, Taiwanese, and Toishenese.
- Employees bring a diverse range of cultures, languages, experiences and backgrounds to their roles. This helps to enrich our corporate culture, inform our work and better meet the expectations of citizens. Different cultures represented in the ministry include:
    - American, British, Chinese, Cree, Czech, Dutch, French, German, Greek, South Asian, Italian, Mexican, Polish, Russian, Secwepemc, Spanish, Swahili, Taiwanese and Toishenese.
- Some ministry-wide examples of internal diversity activities that took place in 2015 include:
    - The Aboriginal Youth Internship Program
    - Student Co-op Program
    - Work-Able Program
    - Aboriginal Awareness Lunch and Learn
    - Lunch potlucks that provided an opportunity for employees to come together
    - Recognition program with a focus on competencies related to inclusiveness and diversity
    - A cultural change approach to project implementation and inclusiveness
    - A coaching approach to performance management

HIGHLIGHTS OF INITIATIVES

- Over a four-year period, the Ministry of Energy and Mines and BC Hydro administered the First Nations Energy Efficiency Building Policy Project, which concluded in 2015. The project provided funding to communities to create work plans to develop energy-efficiency housing policy for new and existing housing on-reserve. The work resulted in the creation of the First Nation Energy Efficiency Pilot to be launched in fiscal 2016/17.
- The ministry's Community Energy Leadership Program (CELP) was established in 2015 to support local government and First Nations investments in energy efficiency and clean-energy projects. The main goals of the program are to:
    - Reduce greenhouse gas emissions,
    - Increase energy efficiency,
    - Stimulate economic activity in the clean-energy sector, and
    - Support vibrant and resilient communities.
- Although the Ministry of Energy and Mines manages CELP, the program is designed and applications are evaluated in collaboration with the Ministries of Environment, Community, Sport and Cultural Development, and Aboriginal Relations and Reconciliation.

Ministry of Environment and the Environmental Assessment Office

MANDATE

The Ministry of Environment is responsible for the protection, management and conservation of B.C.'s water, land, air and living resources. To support this mandate, the ministry has four goals:

» Effective, long-term action on climate change;

» Clean and safe water, land and air;

» Healthy and diverse native species and ecosystems; and

» Sustainable use of B.C.'s Natural Capital.

The ministry strives to ensure that all British Columbians will continue to benefit from the effective and prudent management of natural resources, allowing future generations to enjoy a safe and healthy environment.

Environmental Assessment Office neutrally administers the process of assessing proposed major projects for potentially significant adverse environmental, social, economic, health and heritage effects. The office seeks to meaningfully engage the public and Aboriginal groups in the environmental process and is responsible for overseeing compliance and enforcement of reviewable projects throughout the life of the project.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Recognizing diversity as part of a corporate culture is integral to the ministry's ability to meet citizens' needs and expectations. This approach benefits government in two ways; internally achieving a more inclusive workplace culture, and externally ensuring that services meet the diverse needs of B.C. communities.

Having established a baseline understanding and awareness of what diversity and inclusiveness is, and using the contributions of employees to inform the ministry in how to move forward, the ministry has developed a toolkit with practical aids to build employee understanding and awareness of diversity issues. The ministry also embraces the diversity of its stakeholders, both in consultations and in developing partnerships, as different perspectives provide unique solutions to complex issues.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

A number of courses are offered to employees to support multiculturalism in the ministry including workshops on Diversity in the Workplace and Discrimination Prevention. The Employee Learning and Development website provides tips for employees on how to be more inclusive. Valuing the uniqueness of every individual and being aware of our beliefs and how they may affect the way we treat others is integral to being inclusive.

The ministry encourages outreach and understanding with non-English speaking British Columbians in a variety of ways. With offices in ethnically diverse locations such as Surrey, communicating with local clients can prove challenging. There is now a list of emergency contact translators so that British Columbians can be served in a variety of languages at the Surrey office including: Afrikaans, Cantonese, Danish, French, Hindi, Korean, Mandarin, Polish, Punjabi, Spanish, Urdue and Vietnamese.

The BC Parks Lower Mainland brochure is made available in French, simplified Chinese, traditional Chinese and Punjabi. BC Parks provides these brochures online and in Lower Mainland visitor centres. The ministry's Pesticide Branch also accommodates agricultural producers for whom English is a second language by offering exams about safe pesticide use in Punjabi, Mandarin, Chinese and Vietnamese.

Opportunities are also provided to employees to celebrate their heritage. For example, staff participate in activities associated with National Aboriginal Day each year. This allows others to see firsthand many of the traditions still practiced today. Staff have also taken the opportunity to educate colleagues about their cultures through branch presentations and informal lunchtime learning sessions.

HIGHLIGHTS OF INITIATIVES

FIRST NATIONS

The ministry continues its commitment to improving its relationship with First Nations. This is accomplished in a number of ways across the various ministry business areas.

The Conservation Officer Service (COS) is dedicated to developing and strengthening relationships with First Nations and improving communication and cultural awareness. It continues to support, implement and provide training on using a restorative justice approach to engage First Nations in addressing environmental violations committed within their communities. Restorative justice is a form of justice traditionally used by North American indigenous cultures based on healing circles.

BC Parks works in collaboration with First Nations on management plans, identifying and recommending strategies for protecting aboriginal interests. Where directed by reconciliation agreements or collaborative management agreements, BC Parks also works with First Nations on economic development agreements for activities appropriate within protected areas. Through its Park Enhancement Fund, the ministry has also provided financial support to various First Nations cultural events around the province.

BC Parks continues to strengthen its relationship with First Nations partners by promoting traditional First Nations place names and includes interpretive signage, art and information to enhance the visitor's experience while highlighting the cultural significance and history of the parks.

BC Parks reached an agreement with Snuneymuxw First Nation in April 2016 for a ten-year park operating agreement for Newcastle Island. This opportunity extends the commitment on behalf of government in allowing the First Nation the first opportunity to operate the Provincial Marine Park.

A Newcastle Island Business Plan was completed in March 2016, which is a unique partnership between Snuneymuxw First Nation, BC Parks and the City of Nanaimo to develop cultural and educational facilities on Newcastle Island Provincial Marine Park.

The ministry also participates in the Aboriginal Youth Internship Program, hiring skilled youth to work in various business areas. This program is designed to support aboriginal youth to develop their leadership skills while providing them with opportunities to improve and contribute to relationship building between First Nation communities and the provincial government through hands-on work experience.

The Environmental Assessment Office continues to make consulting with First Nations a key priority to address, and, where appropriate, accommodate potential effects of major development on established or asserted aboriginal rights and title. Project proponents are encouraged to meet with First Nations at their earliest opportunity to learn about their communities, issues and concerns.

INTERNATIONAL RELATIONS

International partnerships are also formed which support multiculturalism. The ministry values its participation in international forums for the diversity of perspectives and potential solutions to complex issues.

In November 2015 and in collaboration with UBC, the ministry met with a delegation of engineers, urban planners and local government officials from Ningbo Urban Planning and Design Institute (China) to speak with them about climate change adaptation and pollution prevention and control in B.C.

The ministry also meets at least twice a year with the Indian Forest Service on B.C. stakeholder relations and sustainable development. Forests in India are a critical national resource with a significant influence on both rural livelihoods, as well as the national economy. The program was instituted with the objective of equipping India's Forest Service to function effectively in a changing global scenario. The sharing of experiences through this program creates opportunities to improve national, regional, and international policies.

BC Parks continues to collaborate with the Vancouver Korean Hiking Club and has completed successful volunteer projects including trail work. The projects have helped forge stronger ties with the Korean community in Vancouver, while enhancing the parks and raising awareness of both parks and ethnic diversity.

Ministry of Finance

MANDATE

The Ministry of Finance plays an important role in supporting government's priorities:

- Sound and transparent financial and economic governance and oversight of all of government's resources to ensure value for citizens;
- Informed economic and fiscal policy advice to decision-makers;
- Banking, accounting and risk and debt management services for government;
- A strong competitive and vibrant economy by ensuring a fair and competitive tax and regulatory environment;
- Collect revenue to fund important programs and services for citizens, such as health care, education and transportation infrastructure;
- Financial and corporate sector regulation that builds creditor, investor, business and consumer confidence in our province;
- Ensure gaming is operated with integrity for the benefit of British Columbians; and
- Ensure government is open and transparent and a trusted steward of public information.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry ensures policies and legislation is consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve ministry programs and services to ensure that they are supportive of B.C.'s multicultural society.

The ministry's executive team is committed to a work environment that values diversity and inclusiveness and supports a respectful work environment. It is also committed to providing services and publications to the public in as many languages as possible in addition to English and has fostered rich cultural diversity in the make-up of the ministry workforce to achieve this commitment.

The 2015/16 Workforce Profile indicates representation of visible minorities (22.5%), Aboriginal peoples (2.1%) and persons with disabilities (3.8%) working within the Ministry of Finance. Visible minorities are well represented in our primary locations with 16.6 % in Victoria and 41.4% in Vancouver. Further, the ministry's workforce is generationally-diverse with 0.8% Traditionalists, 38.9% Boomers, 42.9% Generation X, and 17.4% Millennials. 58.1% of all ministry employees are female and 41.9% are male.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The ministry's Customer Relationship Management Strategy acknowledges the wide cultural diversity of the province and is able to provide service in 20 different languages based on its diverse employee population while the Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all ministry clients.

The ministry makes financial and program information available in Chinese and Punjabi, and public affairs staff assist a wide range of ethnic media with queries about financial issues and requests for interviews with the minister.

The ministry also keeps informed on issues of importance to members of the multicultural community and promotes their participation in the annual budget consultation process.

The ministry's Gaming Policy and Enforcement Branch offers clinical counselling services in multiple languages including: Cantonese, Mandarin, Punjabi, Vietnamese, and some First Nations languages. Interpreters are offered to clients receiving clinical services when there is no provider who speaks the client's first language.

The ministry's Responsible Gambling Prevention Program is available in Tagalog, Visaya, Chavacano and Spanish in addition to the above noted languages. Responsible Gambling services are modified to complement each of the cultural groups identified by these languages.

In addition, the Responsible and Problem Gambling program provides Indigenous services provincially which is delivered by providers with First Nations heritage, while the Problem Gambling Helpline offers services in 13 different languages.

Further, the Responsible and Problem Gambling program organized an international Indigenous Conference last fall in partnership with an organization out of Washington State, USA.

The ministry also continued recruitment outreach opportunities to diverse organizations in the community and ministry-specific new employee orientation sessions and materials include information on diversity and appreciation of differences.

Wellness and social events reflect the varied interests of the ministry's workforce and are targeted to people of all ages and cultural backgrounds. (e.g. Public Service week activities and picnic). The ministry continued to include a diversity lens on its leadership and supervisory development programs and incorporates information and concepts in its sessions with all levels of employees. It also developed a comprehensive communications plan that includes a focus on diversity concepts.

The ministry supports the corporate Aboriginal Youth Internship Program each year including one intern in 2014/15 and three in 2015/16.

The ministry participated in the new Work-Able Graduate Internship Program with an opportunity in our Crown Agency Resource Office in 2015/16 in support of Accessibility 2024.

HIGHLIGHTS OF INITIATIVES

- French, Chinese and Punjabi translations of the 2016 budget consultation paper, and French, Simplified Chinese, Traditional Chinese, Punjabi and Korean translations of the 2016 budget highlights brochure.
- The ministry provides services, programs, consultations in several languages to meet the needs of its diverse client base and citizens of British Columbia.
- The ministry continued its support of the Aboriginal Youth Internship Program in 2015/16 and provided three interesting and challenging assignments – two in Revenue Division and one in the Gaming Policy and Enforcement Branch. It also supported the Work-Able Program with one intern.
- The ministry has incorporated diversity and multiculturalism into its human resource materials, programs, training, and employee communications, and will continue this practice.
- The ministry remains committed to following government hiring practices that are fair and equitable and based on the principles of merit.
- The ministry supports new employees requiring enhancement to language skills through Advanced ESL classes and provides opportunities for employees to showcase their heritage to others with presentations and other activities.

Ministry of Forests, Lands and Natural Resource Operations

MANDATE

As the natural resource sector's largest agency, the Ministry of Forests, Lands and Natural Resource Operations provides British Columbians with integrated access to a wide range of natural resource management services. Anchored by the vision of economic prosperity and environmental sustainability, the ministry balances conservation of the province's vast natural resources with appropriate public and industrial uses. By combining administration of policy and operations, the ministry ensures sustainable, long-term stewardship of forests, lands, water and wildlife while delivering streamlined, cost-effective services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry's executive team is committed to promoting an inclusive work environment based on the value British Columbians place on their diversity.

The ministry provides an equal opportunity for full participation and access to services within all communities, and fosters a workplace free of racism, harassment and discrimination. In accordance with the Public Service Act, the ministry continues to make hiring decisions based on merit only.

The ministry supports the Province's commitment to improve relations with Aboriginal peoples and continue to engage, consult and accommodate First Nations' interests and values while providing responsible access to land and resources.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The ministry reviews and evaluates policies, programs and services continuously to ensure they are fair, equitable and free of barriers. It recognizes the many benefits of eliminating discrimination from the workplace and supports programs that build diversity and respectful workplaces in the public service. The ministry upholds the standards of conduct and develops policies that create an inclusive work environment.

NATURAL RESOURCE SECTOR TRANSFORMATION PLAN

Embracing diversity as part of the ministry's corporate culture is integral to its ability to meet citizens' needs and expectations. The Natural Resource Sector ministries began work on this in 2012. The purpose is twofold; internally to achieve a more inclusive workplace culture and externally to ensure that services meet the diverse needs of communities.

The ministry uses the Diversity & Inclusiveness Toolkit to build employee understanding and awareness, and the Inclusion Lens to evaluate policies, programs and services to ensure it meets the diverse needs of the citizens it serves. In 2015, the Public Service conducted its biennial Work Environment Survey. The ministry saw an increase of four points to overall engagement, along with an increase of two points in the Respectful Environment driver.

The ministry's focus remains on building awareness, accountability and embedding diversity and inclusiveness into its culture by expanding the dialogue to promote respect in the workplace. Respectful behaviour displays personal integrity and professionalism, practises fairness and understanding, demonstrates respect for individual rights and differences, and encourages accountability for one's actions.

FIRST NATIONS FORESTRY TRAINING PROGRAM

British Columbia's First Nations Forestry Training Program is an innovative and progressive model of capacity building and employment training for First Nations to successfully enter B.C.'s forest economy. It was developed to provide Aboriginal students with career opportunities and BC Timber Sales (BCTS) with a path for succession planning and relationship building.

The partnering of the Ministry of Forests, Lands and Natural Resource Operations with the First Nations Forestry Council, and the Aboriginal Skills and Employment Training Strategy resulted in funding for forestry students' tuition, living expenses, mentoring and employment opportunities across the province. Eight students are currently enrolled in the program. The ministry continues to explore opportunities to build additional partnerships to expand the program.

Mentoring by knowledgeable and enthusiastic staff and the provision of funding for expenses relieves pressure from students and provides a welcome introduction to government and the forest sector in which career aspirations can be realized.

GREAT BEAR RAINFOREST

A historic and now globally-recognized collaborative approach used to conserve one of B.C.'s most precious environments proves there is a socially innovative way forward amid seemingly intractable differences among community, social, environmental and economic needs.

Government agencies, First Nations, industry and environmental groups came together to secure the future of the largest intact temperate rainforest in the world. Agreements were reached between the Province of British Columbia, Coastal First Nations, and Nanwakolas Council for management of the Great Bear Rainforest, based on recommendations from three environmental groups (Greenpeace, Sierra Club BC, and Stand) and five forest companies (BC Timber Sales, Catalyst Paper, Howe Sound Pulp & Paper, Interfor, and Western Forest Products). As a result, more old- and second-growth forest will be protected, while still ensuring opportunities for economic development and jobs for local First Nations.

Under the agreements, 85% of the Great Bear Rainforest is permanently off-limits to logging. The region will be managed using ecosystem-based management (EBM), which is based in science as well as traditional and local knowledge. Ecosystem-based management in the Great Bear Rainforest strives to concurrently balance high levels of ecological integrity with high levels of human well-being.

WILDLIFE HEALTH PROGRAM

The Wildlife Health Program has continued working with First Nations to present community training regarding animal health and disease surveillance. Community members use this training to collect biological samples and health-related information. This has led to better wildlife health understanding within their traditional-use area.

Community members have a better understanding regarding diseases they can get from wildlife and learn which wildlife is safe to consume. This learning has helped First Nations in their efforts to safely pursue traditional harvest practices.

The program was created in 2013 after St'at'imc First Nations government services staff approached the Wildlife Health Program with an interest in assessing mule deer health. Their proposal fit perfectly with the Cumulative Effects and Wildlife Health project, funded through the ministry's research program, where the ministry wanted to trial an outreach program to improve wildlife disease surveillance.

Six day-long wildlife/mule deer health workshops were completed, each at a different community within the St'at'imc's territory and all attended by community members as well as staff from their government services.

The ministry trained St'at'imc staff members to collect appropriate samples, distribute sampling kits to communities, and receive samples on an intermittent basis.

News of this relationship has created interest and opportunity for outreach to First Nations in the Thompson, central and northern Cariboo, Skeena and Peace regions, creating better linkages to First Nations on this subject.

HIGHLIGHTS OF INITIATIVES

- » Most ministry offices can provide services to the public in more than one language:
    - ° The South Coast Regional Operations office in Surrey currently provides services in 15 languages.
    - ° FrontCounter BC, which operates 29 offices across the province, has made pamphlets in Punjabi and produces materials in additional languages upon request.
- » A dual posting process allows the ministry to recruit from a more diverse pool of candidates:
    - ° Non-designated staff may be considered in cases where professional designations are deemed non critical.
    - ° The Professional Designation Project Committee continues to refine criteria for designation requirements.
- » The Engineering Branch partners with First Nations communities to resolve access management issues and identify projects that could provide job opportunities.
- » The Forest Analysis and Inventory Branch celebrates Chinese New Year in recognition of staff of Chinese descent.
- » Sessions on First Nations cultural awareness.
- » Distribution of materials promoting diversity, including pamphlets, frequently asked questions, survey results, resource summaries and the Diversity Toolkit.
- » Training opportunities encouraging staff to eliminate racism and appreciate cultural diversity.
- » Training on government policies prohibiting discrimination in the workplace.

- Continued employment of dedicated Aboriginal fire unit crews.
- Ongoing participation in the Aboriginal Youth Internship Program.
- Training to First Nations in Crown land policies and procedures.
- Celebration of National Aboriginal Day in regional offices with speakers and special events.
- The Forest and Range Evaluation Program (FREP) has been working with First Nations in assessing the cultural heritage resource value. Under FREP, cultural features such as trails and culturally modified tress are being assessed post-harvest to ensure they have been managed appropriately. This information is used to determine the condition of the "cultural heritage resource value" and to help inform future resource management activities.
- In April, 2015, the Province of B.C. and 18 partner First Nations announced completion of four marine plans for the North Coast of British Columbia. During the announcement at the legislature and the reception that followed, First Nations drumming, singing, and dancing were a significant and memorable part of the event.

Ministry of Health

MANDATE

The Ministry of Health guides and enhances the Province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health. The ministry also protects and enhances the health care system while ensuring the best possible value for taxpayers in the context of significant demand pressure.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Health has overall responsibility for ensuring quality, appropriate, cost effective and timely health services for all British Columbians. The ministry works with health authorities, care providers, agencies and other groups to ensure care is provided to address the unique needs of patients and specific patient groups. Health system values that guide policies, programs and services include:

- Citizen and patient focus, which respects the needs and diversity of all British Columbians;
- Equitable access to services delivered by government for all British Columbians;
- Access for all to quality health services; and,
- Appropriateness, providing the right service at the right time in the right setting.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

On an ongoing basis, the ministry invests in building cultural safety and humility to increase awareness and understanding among employees about the diverse cultural backgrounds of British Columbians, their unique health needs and service requirements. Following are some related ministry actions:

- The ministry takes the diversity among British Columbians and their health needs into account when developing strategies, policies and programs to address the needs of multicultural and Aboriginal populations.

- Regional health authorities are required to look at the health of populations, including the ethnocultural population in their detailed planning by geographic areas.
- The provincial health officer and the ministry provide regular reporting on the progress of the Tripartite Framework Agreement on First Nations Health Governance and on work promoting and advancing the health of First Nations in B.C.
- The ministry along with leadership at the First Nations Health Authority, Provincial Health Services Authority and regional health authorities, signed the Declaration of Commitment on Cultural Safety and Humility in Health Services for First Nations and Aboriginal People in British Columbia.
- The ministry works with its partners to ensure that urban, rural and remote Aboriginal and Métis population health issues are considered when developing policies, strategies and programs.
- The ministry supports the development of the First Nations client file to support the development of baseline measures in First Nations programming and outcomes.

EMBRACING MULTICULTURALISM IN OUR WORKPLACE

Ministry staff have diverse cultural backgrounds and speak a variety of languages. Languages spoken include Afrikaans, Bosnian, Cantonese, Croatian, English, Farsi, French, German, Hindi, Hokkien, Italian, Mandarin, Malay, Malayalam, Portuguese, Punjabi, Rumanian, Russian, Serbian, Shanghainese, Spanish, Tagalog and Tamil.

Discussion and sharing of cultural backgrounds, experiences and their significance is part of the ministry's inclusive culture and contributes to employees' awareness and understanding of the requirements of culturally responsive services and regulations.

The ministry invests in training for staff to take San'Yas - Indigenous Cultural Competency training offered through the Provincial Health Services Authority (PHSA). To date, the ministry has supported over 900 staff to complete the training. Across the regional health authorities and Provincial Health Services Authority nearly 18,000 additional health care workers have completed this training.

Activity & Lifestyle

Helping British Columbians plan the way to a healthier lifestyle. No matter your age or fitness level, we've got tips to get you moving!

Bring Back Play

Inspiring you, your family, your kids to be active and get healthier by Bringing Back Play!

The ministry also promotes the PSA online course Building Capacity in Aboriginal Relations, implemented the BC Public Service Agency's Aboriginal relations behavioural competencies, and hosted three Aboriginal youth interns.

Resources such as videos, books and other resources related to multicultural groups are made available to staff through the Diversity @ Work ministry web page.

The Health and Human Services (HHS) Library book and video acquisitions includes topics related to multicultural and multiracial communities of B.C. and Canada. Acquisitions in 2015-16 included: *The multicultural mind: unleashing the hidden force for innovation in your organization; Pinay on the prairies: Filipino women and transnational identities; Becoming multicultural: immigration and the politics of membership in Canada and Germany; Becoming British Columbia: a population history; and Healing Histories: Stories from Canada's Indian hospitals.*

The HHS library provides learning sessions and short films/videos for employees. Examples are: *Unbreakable: one girl changing the world -The story of Malala; and Indigenous healing and psychotherapeutic intervention: complicating the prospects for integration.*

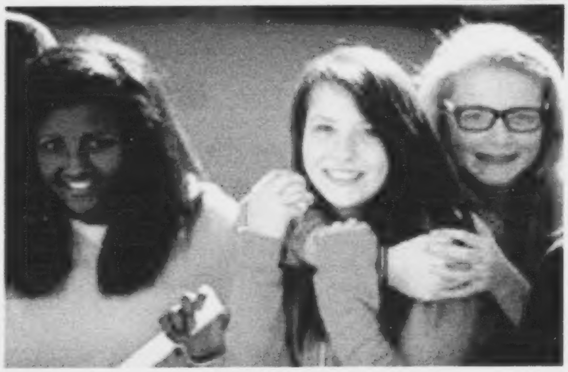
The ministry partners with multicultural and Aboriginal organizations to promote health and wellbeing and serve the health needs of diverse communities. Examples include:

- The Sehat Wellness Ambassador Program has provided health information about diabetes, kidney, cardiac and stroke to over 2,300 people in the South Asian community. Since its launch in November 2015, 25 volunteers completed over 200 volunteer hours at four temples in Surrey and Abbotsford and are expanding to other places of worship.
- The ministry works with PHSA to provide ShapedownBC (a weight management program for overweight children) including a program designed for ethnic Chinese families in Richmond.
- Through the joint Ministry of Health – First Nations Health Authority project board, 30 primary care projects have been approved to directly address regionally identified gaps in primary care access for First Nations communities.
- As part of a provincial elder abuse prevention program, information packages have been provided to service providers and individuals and to multicultural, Aboriginal and First Nations organizations.

HIGHLIGHTS OF INITIATIVES

Ongoing and New Programs:

- Funding support for the UVic chronic disease self-management program is a peer-led patient education program offered in communities throughout B.C. This program, along with the diabetes self-management program, is available in Punjabi and Chinese in the Lower Mainland.
- Identification of opportunities to better align health and settlement services to meet newcomer immigrant women's health needs and settlement through the Newcomer Immigrant Women's Project.
- Completion of a review of provincial parent publications which confirmed they are highly valued by health care providers and families and highlighted the need for print resources for specific groups and opportunities to better curate translated and culturally competent resources.
- Funding support for the UBC Intercultural Online Health Network iCON program which provides culturally relevant, linguistically appropriate health information on chronic disease and self-management education for multicultural populations. This includes Punjabi and Chinese language speaking forums with in-person attendance of up to 1,500 people and live webcasts available throughout B.C.
- Provision of culturally appropriate resources for Aboriginal people and seniors from multicultural communities to support planning for healthy aging and end-of-life care.



- Provision of funding support for interpreters at hearings, requested or suggested by the patient's advocate, the hospital representative or ministry staff, through the Mental Health Review Board. Hearing panel members have been trained to accommodate patients whose first language is not English.
- Funding support of language translation services for patients and their families provided through PHSA provincial language services.
- Registration services for Fair PharmaCare offered in Mandarin, Cantonese, French, Punjabi and English through Health Insurance BC's Contact Centre.
- Provision of funding support for a variety of food and nutrition programs. Examples are: BC School Fruit and Vegetable Nutritional program for First Nations schools; and Food Skills for Families program which teaches cooking and healthy eating skills in a manner that is culturally suitable for multicultural, new immigrant and Aboriginal families.

A number of ministry telephone, print, audio, video and internet resources have been translated into multiple languages. Some examples are:

- Provision of non-emergency health information via phone (8-1-1) for B.C. residents in more than 130 languages and online, through HealthLink BC's 24/7/365 service. HealthLink BC also promotes ministry programs via the BC HealthGuide Handbook and other culturally appropriate material for multicultural and Aboriginal people and through fairs and other venues.
- Inclusion of multicultural visuals and stories in the ministry's Healthy Families BC website and social media channels engaging British Columbians in a dialogue about health and wellness.
- Two videos: *Health Insurance for You and Your Family and Health Care Services for You and Your Family* are available in English, French, Punjabi, Farsi, Mandarin and Korean, through B.C. Women's Hospital and from settlement services in B.C.

- A provincial patient brochure on health care published in four languages to help patients and families understand what services are available and what they are personally responsible for.
- The BC Seniors Guide that has been translated into several languages including Punjabi, French and Traditional Chinese.
- Patient experience surveys printed in multiple languages.
- Healthy Families BC breastfeeding web articles provided in Simplified and Traditional Chinese and Punjabi.
- Promotional material translated into French, Cantonese, Mandarin, Persian, Korean and Punjabi languages about the QuitNow phone service available in 130 languages, to help adults quit smoking.
- Information sheets about Fair PharmaCare plan available in Chinese, French, Punjabi, Farsi, Korean, Vietnamese and Filipino.
- Diabetes management information and BC Smoking Cessation program information provided online in Chinese, French, Punjabi, Farsi, Korean and Vietnamese.
- Strategies and Actions for Independent Living (SAIL), Home Activity program instructions available in Chinese and Punjabi.
- The Healthy Eating for Seniors Handbook available in Chinese, Punjabi and French.
- The Vital Statistics Agency brochure for new mothers available in German, Punjabi, Simplified Chinese, Traditional Chinese and Tagalog, outlining how to register the birth of their child.
- Information pamphlets and tear-off pads about the BC Services Card available in Punjabi, French and Chinese. Both Health Insurance BC and ICBC provide related multilingual customer service.

Ministry of International Trade and Responsible for Asia Pacific Strategy and Multiculturalism

MANDATE

The Ministry of International Trade and Responsible for Asia Pacific Strategy and Multiculturalism pursues strategic opportunities to promote British Columbia internationally as a preferred place to invest and do business. This is done by delivering services that accelerate British Columbia's exports, attract strategic investments including international offices, develop international partnerships, increase awareness of B.C.'s competitive advantages, negotiate trade agreements and deliver venture capital programs. The ministry also promotes the benefits of B.C.'s diverse cultures and connects communities with services to eliminate racism and foster the full and free participation of all British Columbians in the economic, social and cultural life of British Columbia.

These efforts promote economic prosperity in communities across the province while simultaneously positioning B.C. for long-term growth and job creation.

Specifically, the ministry works to:

- Open and expand priority markets for B.C. goods and services, particularly in Asia, Europe and the United States, and engage B.C. exporters in new opportunities;
- Attract strategic investments to B.C.'s priority sectors;

- Leverage investment capital programs (venture capital and infrastructure) to support a competitive business environment; and,
- Promote the value of diversity and inclusiveness in B.C. communities.

The ministry leads government's important work on multicultural projects and promotes the value of diversity and inclusiveness in B.C. communities. The ministry functions collaboratively with multicultural organizations across the province to ensure they are connected to the work being done for the benefit of all British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry recognizes that a rich multicultural society helps nurture acceptance, understanding and mutual respect. Cultural diversity, increased participation and engagement by all cultures are vitally important to create a strong and vibrant social and economic future for all British Columbians.

The ministry is committed to building an organization that recognizes and celebrates diversity. This includes fostering a corporate culture of diversity that is built on trust and respect, is free of barriers, and where government policies (such as merit-based recruitment and hiring and intolerance for discrimination and harassment) are adhered to.

The ministry encourages inclusion by providing access to discrimination prevention courses and diversity training opportunities for all levels of the organization. The ministry also supports participation in the Economy Sector's Professional Development Program, which is designed to contribute to an inclusive workplace by offering workshops on topics identified by ministry staff. The program includes sessions focused on fair and transparent hiring practices, effective communication and valuing diversity. Sessions are offered in multiple cities and through web-based technology to ensure access to all ministry staff.

The ability to embrace diversity within the organization is foundational to engaging communities and organizations in promoting multiculturalism across British Columbia. It also is an important quality for building effective relationships with international partners and potential investors.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

To foster a work environment that values individual and cultural differences, ministry employees continue to be supported to participate in a trusting work environment that is free of discrimination. The ministry team is highly representative of the multicultural communities that make up B.C., which contributes to a strong internal culture of diversity. For example, within the ministry, over 30% of staff can communicate fluently in a language other than English.

The ministry created a new position and hired a Trade Development Officer, Aboriginal Business to manage and attract foreign companies to invest in First Nation businesses; providing support to investors; developing key exporter and industry stakeholder relationships, as well as delivering export programs that assist First Nation businesses to expand their international business activities.

The ministry also participated in the Aboriginal Youth Internship Program, welcoming one intern as a member of the staff. Participation in this program supports Aboriginal youth who want to make a difference, empowering them to lead their communities and the province into the future.

The ministry continues to support National Aboriginal Day with internal communications and materials available for employees, as well as sponsoring Multiculturalism Week activities across the province. This provides an important opportunity to celebrate the province's rich diversity and distinct cultural perspectives.

HIGHLIGHTS OF INITIATIVES

TRADE AND INVESTMENT

The ministry continued to provide resources and tools to foreign investors, international buyers and other governments to drive international trade and investment.

- Ministry local and international offices, websites, telephone lines, and customer support services continued to serve as portals to a diverse range of stakeholders, using numerous multilingual formats to deliver services.
- The ministry continued to support mobile-friendly versions of BritishColumbia.ca, the Province's digital hub for promoting B.C. internationally. The Simplified Chinese, Korean and Japanese versions of the website offer an improved user experience and all language versions of the site are optimized for mobile devices.
- The ministry showcased success stories on a variety of B.C. companies enjoying on-the-ground success internationally including in China, Indonesia, India, Korea, and Spain. It also profiled cutting edge global companies that have chosen to expand into British Columbia and leverage B.C.'s business advantages, including the province's talented, diverse workforce.
- The ministry supported one Premier-led trade mission to China, a key priority market:
  - With an accompanying business delegation, this mission centred on commemorating the 20th anniversary of the BC-Guangdong sister province relationship and strengthening mutual economic and cultural ties, as well as diversifying BC's trade relationships in China to support the expansion of exports in key sectors such as LNG; alternate energy; agri-foods; clean technology and information and communications technology as part of the BC Jobs Plan strategy. This mission included visits to Beijing, Guangzhou, Shenzhen and Hong Kong.
- One Minister-led trade mission was also conducted to Vietnam in the Association of Southeast Asian Nations (ASEAN).
  - This mission opened up new markets for B.C. companies in the rapidly growing market of Ho Minh City, Vietnam. It provided opportunities to promote B.C. businesses and BC Jobs Plan sectors, including Liquefied Natural Gas, agri-foods and international education sectors.
- Each mission deepened B.C.'s trade relationships and opened new markets for B.C. businesses in China and South East Asia. As well, missions leveraged family, cultural and business connections to these countries to strengthen B.C.'s trade relationships, attract new investment, and diversify and propel economic activity and job creation throughout the province.

MULTICULTURALISM

The ministry continued to support a range of initiatives that promote multiculturalism and challenge racism, allocating funds to support multiculturalism, celebrate cultural diversity, implement Chinese legacy projects and challenge racism.

Multiculturalism and anti-racism projects across the province included:

- The Organizing Against Racism and Hate (OARH) program, which supports community committees in developing a local response to hate crimes and promoting anti-racism education and community engagement. 28 communities were funded to facilitate community consultations and to develop anti-racism resources and tools.
- 14 projects that promoted new knowledge and awareness on racism prevention and attitudinal change were funded. Projects included anti-racism workshops for students, cross cultural training for police personnel and a Walk Away from Racism event.

- Multiculturalism Grants supported 121 local projects that celebrated cultural identity, promoted diversity and challenged racism. Activities ranged from festivals, community forums, arts events and cultural celebrations and included an arts festival for children focussing on cultural identity, a film documenting the life experiences of refugees and immigrants and an arts workshop on healing the effects of racism.
- The annual British Columbia Multicultural Awards to recognize individuals, organizations and businesses whose exceptional work helps promote diversity and inclusion. An afternoon session, Multicultural Inspirational Talks featuring previous winners presenting their personal stories, was added this year.
- The ministry's service portal Multiculturalism and Antiracism: Our Diversity is Our Identity provides current information and resources.

HISTORIC APOLOGY AND LEGACY INITIATIVES

In May 2014, a formal apology was delivered on behalf of all members of the B.C. legislative assembly to Chinese Canadians for historical wrongs committed by past provincial governments. A consultation report was released at the same time that outlined legacy projects, which included a recommendation to celebrate Chinese Canadian cultural history and memorialize the historic apology.

The ministry supported creation of the Legacy Initiatives Advisory Council (LIAC) with a mandate to support and advise government on the implementation of recommendations made in the Chinese Historical Wrongs Consultation Final Report.

The LIAC works with Chinese Canadian communities and other key partners to advise government on project implementation and to ensure that the projects are known and communicated throughout the province. The LIAC formed working groups to provide focused input and guidance for each legacy initiative. The working groups and Council have succeeded in bringing most legacy projects to completion and continue to provide important leadership and community input for those projects nearing completion.

The projects are diverse and broad in scope and as such, have attracted considerable media attention and won the support of community leaders and the public. They showcase the rich cultural history of Chinese Canadians in the province and provide a meaningful legacy for all British Columbians. Numerous partners have contributed to the recommended projects, including: the Royal British Columbia Museum (RBCM); the Ministries of Education, and Forests, Lands and Natural Resource Operations; Heritage BC; BC Housing; the University of Victoria; Vancouver Island University; the University of British Columbia; Simon Fraser University; and the Chinese Canadian Historical Society of B.C.

COMPLETED LEGACY PROJECTS

Education Supplement

Government fulfilled this priority commitment with the new curriculum supplement for Grade 5 and 10 students: 'Bamboo Shoots: Chinese Canadian Legacies in BC'. Thousands of users have accessed the online resources since they were launched and hundreds of students have experienced interactive, hands-on learning through eight outreach kits containing games, videos and other materials provided in partnership with the Royal BC Museum.

Online Resource

The ministry launched an online resource in May 2015, on the anniversary of the apology for historical wrongs, to provide information about Chinese legacy projects and their progress.

Historic Places

The Province recognized 21 places of historical significance to the Chinese Canadian community under the Heritage Conservation Act. This flowed from the release of the Historic Places Nomination Report and creation of an online inventory of all publicly nominated 77 historic sites using an interactive map.

Artifacts Inventory

The ministry launched a new digital inventory of Chinese artifacts held in local museums across B.C, in partnership with the University of Victoria, to help showcase the significance of Chinese Canadians to our society.

Fraser River Pilot Study

The Fraser Corridor Heritage Landscape Project report explores the rich cultural landscape of Chinese Canadian mining sites along the Fraser River dating from the 1800s. Identifying the heritage potential of these places helps to reclaim an important part of B.C.'s history and recognize the contribution of Chinese Canadians in building B.C. Published October 9, 2015, the report is also illustrated by a video depicting some of these remote sites.

Gold Exhibit

The ministry contributed legacy funding to the Royal BC Museum Gold Rush exhibit featuring Chinese mining pioneers.

Documentary Film

The ministry provided funding to the Chinese Canadian Historical Society of B.C. to help complete 'All Our Father's Relations', a film about a rarely told chapter of B.C.'s history of early Chinese and First Nation relations.

Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour

MANDATE

The Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour (JTST) manages key lines of government services that help support and maintain the strong and diverse economy that British Columbians need for long-term growth. Our programs promote a supportive and attractive business and investment environment; maximize investment potential in B.C. communities; develop a skilled labour force that is ready to meet the challenges of our expanding industries; foster thriving business, tourism and creative sectors; and support workplaces that are safe, healthy and fair.

The ministry leads cross-government efforts to implement government's economic strategy: Canada Starts Here: The BC Jobs Plan. The ministry also works closely with other ministries to implement BC's Skills for Jobs Blueprint – government's comprehensive strategy to re-engineer B.C.'s education and apprenticeship systems. JTST is also responsible for the BC Centre for Data Innovation and helps to advance government's liquefied natural gas agenda and technology sector.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry's executive is committed to promoting cultural diversity and to providing a respectful environment, free from discrimination and harassment. The ministry supports initiatives that create a culturally diverse workforce through the provision of discrimination prevention training and orientation to the Standards of Conduct to new employees.

Employees are encouraged to recognize and value the multicultural environment in which they work. The ministry fosters an inclusive workplace through its support of the Economy Sector Professional Development Program, which offers workshops on topics identified by ministry staff, including sessions on fair and transparent hiring practices, effective communication and empowerment. These were offered in multiple cities and also in a web-based format to maximize access to staff across the province. The ministry also introduced a personality assessment tool that focuses on valuing diversity. This tool will be made more widely available in the coming year.

EMBRACING MULTICULTURALISM IN OUR WORKPLACE

The ministry recognizes the wide-ranging social and economic benefits associated with multiculturalism. A strong commitment is made to providing information about provincial programs and opportunities in multiple languages and culturally-appropriate formats, whether for newcomers, visitors or those considering coming to B.C. to settle, work or invest. For example, our employees are reflective of B.C.'s diversity and able to provide services in over 20 different languages.

The ministry also continued its support for the Aboriginal Youth Internship Program, which provides an opportunity to help Aboriginal youth build professional skills and networks, develop their leadership skills and share their culture and practices with others. This year, the ministry's Employee Advisory Council sponsored a learning session on Aboriginal engagement that was presented by the Aboriginal interns.

HIGHLIGHTS OF INITIATIVES

SYRIAN REFUGEE CRISIS RESPONSE

» Recognizing the severity of the global humanitarian crisis in Syria, high priority responses were implemented.

» The Province created the $1M Refugee Response Fund to enhance federal and provincial refugee programs and to provide additional resources for communities and private sponsors. The fund is administered by JTST.

» The fund supports five regional Refugee Response Teams to provide a coordinated approach to identify, prioritize and address refugee needs at the community level.

» An online Refugee Readiness Hub was created through the fund to connect private sponsors, service providers, volunteers and potential employers with information to plan for and support refugees arriving in their communities.

» The fund is also being used for a range of supports for clinicians caring for traumatized refugees, including a toll-free consultation line and Refugee Readiness workshops for Refugee Response Teams and other community stakeholders.

CULTURAL TOURISM AND ECONOMIC DEVELOPMENT

The ministry works to foster and promote B.C.'s cultural assets by supporting multicultural businesses and economic development. Resources are also provided to grow cultural tourism, which helps to preserve culture and benefit communities.

- » Funding and staff expertise were provided to help develop and grow the bilingual B.C. Économusée network. This network of unique "artisans at work" tourism businesses highlights the artisanal production of agricultural, craft and art products to potential visitors, in both English and French.
- » Through Destination BC, support was given to promote and grow Aboriginal tourism businesses by highlighting Aboriginal history and cultures.
- » WorldHost® workshops, delivered through Destination BC, continued to be provided to assist learners with tools to become polished professionals in the tourism industry. In addition to offering sessions to increase front-line employees' awareness of diverse cultures, culturally specific workshops were offered to support engagement with Chinese and Japanese visitors and customers with disabilities.
- » Small business program resources and services continued to be made available in multiple languages through websites, telephone lines, program guides, videos and customer support services.

ABORIGINAL ECONOMIC DEVELOPMENT

- » Continued to foster the partnerships between Aboriginal peoples and industry, including the work of the Aboriginal Business and Investment Council, to increase Aboriginal participation in the economy, strengthen communities and increase economic diversification.
- » The Industry Training Authority provided programs and funding to support Aboriginal skills and trades training, such as the Aboriginals in Trades Training Program, hands-on support for apprentices and employers through 15 apprentice advisors, and release of the updated Aboriginal Initiatives Skills Training Plan.
- » Funding of over $762,000 was committed for eight Project Based Training Program projects specifically focused on skills training for Aboriginal people, with a target commitment of more than 115 Aboriginal participants in a variety of programs in high-demand occupations.
- » Three Labour Market Partnership Projects with an Aboriginal focus were initiated, including projects focusing on research of community-based solutions, employment opportunities in proposed natural gas pipelines; and development of an Enhanced Construction Craft Worker Foundation Program.
- » The LNG-Buy BC Program organized an Aboriginal Business Forum in October 2015 at the LNG in BC Conference, which provided an opportunity to engage Aboriginal economic development leaders on key issues.
- » In partnership with regional First Nations organizations, the ministry delivered eight Economic Development Essentials for First Nation Leaders workshops to help Aboriginal communities expand their economic development knowledge and capacity.
- » Partnerships continued to be fostered between Aboriginal people and industry, including through the work of the Aboriginal Business and Investment Council.

LABOUR MARKET INFORMATION AND WORKFORCE DEVELOPMENT AND IMMIGRATION

The ministry provides support and assistance to attract immigrants, including skilled workers, entrepreneurs, and students, and to facilitate their successful integration.

- Enhancements were made to economic immigration through the BC Provincial Nominee Program (PNP), including steps to address a large inventory of applications resulting from federal changes to immigration. These include additional staff, improved processing and an all new online application system.
- BC Settlement and Integration Services provided support and services to newcomer clients who are not eligible for federal settlement services, including temporary foreign workers, provincial nominees awaiting permanent residence approval, refugee claimants, international students and naturalized citizens.
- $1.12M was invested in projects to enhance credential recognition for internationally trained workers arriving in BC, including funding for regulators to improve assessment processes and for industry associations to create new employer tools.
- The WelcomeBC website was updated and refreshed to enhance usability, and can now be viewed on mobile devices, is supported by social media on Facebook, and has enhanced content for prospective immigrants in up to 14 languages.
- Information and support was provided through WelcomeBC events, with 11,200 attendees, to facilitate labour market attachment of newcomers. Information was also provided on foreign qualifications recognition and job profiles for immigrants.
- Multilingual publications and videos continued to be offered, such as the BC Newcomer's Guide, Pre-Arrival guides and Newcomer's Guide videos, in 14 different languages.

SAFE AND HEALTHY WORKPLACES

Another key goal of the ministry is to ensure that B.C. has safe, healthy and fair workplaces, where employers and workers contribute to economic growth and prosperity.

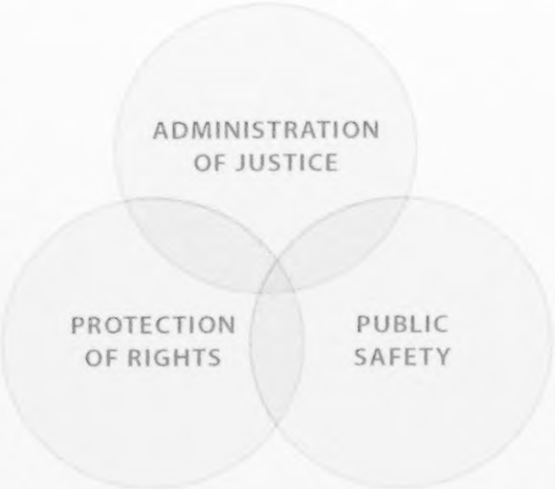
- The Employment Standards Branch worked with the Mexican Consulate to present information on employment standards in B.C. to Seasonal Agricultural Worker Program employers and workers.
- Information sessions were held by the Employment Standards Branch for new immigrant workers, temporary foreign workers and their employers, multicultural groups and business owners.
- The Employers' Advisers Office (EAO) undertook new initiatives to increase employers' access to services. In the Lower Mainland, the EAO offered Punjabi services to callers on the EAO duty line, conducted an information session for Punjabi accountants and worked with WorkSafeBC to direct-refer employers with occupational health and safety (OHS) issues to its Punjabi-speaking staff.
- In the Interior and Northern regions, the EAO provided a series of four on-site OHS training sessions to the Moberly Lake Band/Salteau First Nation. The EAO also presented at the Aboriginal Human Resources Symposium in Kamloops and delivered a training session at the National Aboriginal Opportunities Conference in Prince Rupert.
- The Workers' Advisers Office (WAO) continued to provide factsheets in three languages and has plans to update and add additional translated materials. The WAO also administers Start a New Inquiry, which helps clients request advice and assistance via an online application form. Discussions have begun to provide this service in three other languages.
- Both the WAO and the EAO utilized WorkSafeBC's Language Line, which allows both organizations to provide services in over 40 languages to injured workers and employers in B.C.

Ministry of Justice and Ministry of Public Safety and Solicitor General

MANDATE

The Ministry of Justice and the Ministry of Public Safety and Solicitor General work together to administer justice, deliver public safety services and programs, and provide legal advice to government. They accomplish this through dedicated and professional staff, innovation and service excellence in fulfilling the following responsibilities:

- Civil Forfeiture
- Correctional services
- Court services
- Law enforcement
- Prosecution services
- Restorative justice
- Victim services



- Administrative, civil and family justice services
- Consumer protection
- Family maintenance enforcement
- Legal advice/services to government
- Legal aid
- Coroners service
- Crime prevention
- Criminal record checks
- Policing
- Private security industry regulation
- Road safety

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Ministry of Justice and the Ministry of Public Safety and Solicitor General work continuously to update and improve programs and services to ensure they are delivered equitably and in a way that reflects sensitivity towards multiculturalism, and to ensure compliance with the *Charter of Rights and Freedoms*, the *Human Rights Code* and the *Multiculturalism Act*.

The executive teams lead the ministries in the commitment to multiculturalism, and a diversity competency has been integrated in performance expectations of all supervisors and managers, as published on the Supervisory Learning and Development website.

Key decision makers within the ministries have also participated in a diversity and inclusiveness awareness session.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The Ministry of Justice and the Ministry of Public Safety and Solicitor General value diversity in the workplace where individuals are treated with respect and can work without discrimination. We ensure cultural competencies are built into our hiring processes where appropriate.

The ministries are made up of talented and diverse teams that provide services to the people of British Columbia. Over the past fiscal year, over 900 employees have furthered their competence in working with diverse clientele and teams by attending training and development programs.

- Almost 600 people enhanced their capacity to manage and lead diverse teams; and
- Almost 400 employees learned ways to provide culturally sensitive programs and services to our clients.

The ministries also work with stakeholders to ensure that policy and program development reflects the diversity of the province.

The following section of the report highlights the many examples of the ministries' diverse initiatives, including partnerships with stakeholders and other organizations that support multiculturalism throughout the province.

HIGHLIGHTS OF INITIATIVES

MINISTRY OF JUSTICE

COURT SERVICES BRANCH

The Court Services Branch maintains multilingual forms and brochures.

Court administrative and sheriff services are provided to First Nations Courts in New Westminster, North Vancouver, Kamloops and Duncan.

Multiple court locations are staffed with court workers from the Native Courtworker & Counseling Association of B.C. who assist Aboriginal peoples by guiding them through processes and providing them with referrals to legal, social, educational, employment and medical services.

The branch maintains a pool of over 200 court interpreters who provide interpretation services at Criminal, Youth, Traffic, and Family Court hearings, in over 50 spoken languages as well as visual language interpreters for the deaf and hard of hearing.

Criminal and Youth court proceedings are conducted upon request in French or in bilingual French/English at any location. Supreme Court proceedings where a French speaking jury is required are conducted in New Westminster where a bilingual jury panelist pool is available.

The Violation Ticket Centre's automated telephone system includes client information in multiple languages.

The branch successfully worked with the Tsawwassen First Nation to finalize the *Tsawwassen First Nation Final Agreement*, which came into effect on April 3, 2009. The branch continues to work with the First Nation in implementing their treaty by facilitating civil and criminal matters arising under Tsawwassen Law to be heard in BC courts. This implementation represents an historic moment in the evolution of the justice system in British Columbia, particularly with respect to the province's court system, laws and legal processes of a self-governing First Nation.

In 2011/12, Court Services created a database of French-speaking potential jurors in British Columbia. The branch is currently working with the B.C. Francophone Jurors Association to explore opportunities to promote and expand the database.

The branch supports the Registry of the Specific Claims Tribunal in the provision of administrative support services to the Supreme Court of British Columbia justices when assigned to the Specific Claims Tribunal. **Note:** the Specific Claims Tribunal is an initiative of the Federal Government, which is working to accelerate the resolution of specific claims in order to provide justice for First Nations claimants and certainty for government and industry.

A key course in the Court Administration training program is Self Wellness and Client Service, which includes appreciating diversity in the workplace.

The branch has developed and implemented policy that permits practising members of the Sikh faith to wear kirpans in public areas of courthouses subject to various assessments and procedures.

CRIMINAL JUSTICE BRANCH

The Criminal Justice Branch diversity strategy was created to promote awareness of diversity and inclusiveness in the branch, to research best practices and offer recommendations for initiatives to implement branch-wide, and to ensure consistency with a broader initiative to promote the importance of diversity and inclusiveness within the Ministry of Justice and the BC public service. By increasing awareness, we can better understand, respond to, and reflect the communities we serve. Work under this initiative includes: ensuring branch publications, especially recruitment and retention materials, appropriately reflect inclusive language; professional development training on cultural awareness; and translation of branch publications whenever possible.

With the introduction of the federal Canadian Victims Bill of Rights, the branch collaborated with our justice partners to update the Victim Impact Statement, the Statement on Restitution, and their related guide, which were then translated into nine languages and are publicly available on the branch's website.

The branch developed specialized training for both administrative staff and Crown counsel to support French prosecutions.

In addition, as in previous years, the branch:

- Has two information sheets regarding the role of BC's prosecution service and the role of Crown counsel that are translated into nine languages and are publicly available on the branch's website;
- Ensures inclusive language that promotes multiculturalism, diversity and inclusiveness is used in our internal and external communications;
- Participates in First Nations Courts (located in New Westminster, Duncan, North Vancouver and Kamloops), which are a community-based, less formal court process for accused who identify as First Nations. The sentencing process involves the development of a holistic "healing plan" for the offender to address the underlying issues that may have led to the crime being committed;
- Makes resource counsel available to work with the Hate Crime Team to provide legal advice, information and support to the police and other Crown counsel across the province. Cases in which criminal activity is motivated by bigotry and intolerance of others are regarded as serious matters, whether bias, prejudice or hate is an aggravating factor as set out in s. 718.2 of the *Criminal Code*, or the offence is one of wilful promotion of hatred or advocating genocide, as provided for in s. 318 and s. 319 of the *Criminal Code*;
- Maintains a resource counsel position within the branch to assist the Crown with files which may have an element of hate or bias to them;
- Maintains a liaison with the Vancouver Police Department Diversity Policing Section;
- Staffs a French-language prosecutions team;
- Demonstrates a committment to alternative measures programs that recognize the traditional values and customs of Aboriginal communities and have been authorized under section 717 of the *Criminal Code*; and
- Contributes to a cross-ministry, multi-lingual website explaining the criminal justice system in British Columbia (JusticeBC).

JUSTICE SERVICES BRANCH

The Child Protection Mediation Program provides brochures in Chinese, Filipino, French, Korean, Persian, Punjabi, Spanish and Vietnamese languages. In addition, interpretation services and cultural supports are used in child protection mediation, where necessary, to support participation and accessibility for the diverse needs of ethnic groups in British Columbia.

Almost a quarter of the mediators on the child protection roster self-identify as Aboriginal, the result of concerted effort to increase capacity to better serve Aboriginal communities.

The Parenting After Separation Program (a free, three-hour seminar to inform parents about the effect of divorce and separation on children) is offered online in English, Mandarin and Punjabi. A handbook for parents is also available in English, French, Chinese and Punjabi.

Family Justice Services Division local offices make concerted efforts to liaise and coordinate with immigrant-serving agencies within their communities.

Multilingual family justice mediation services are offered through interpretive services that exist in various locations. In addition, family justice materials are available in a number of languages.

The branch provides funding to Legal Services Society (LSS). Other funding is provided by non-government entities, such as the Law Society and Notary Foundation, in support of LSS's multiculturalism-related initiatives. LSS delivers public legal education and information, and a significant number of LSS materials have been translated into a variety of languages, including Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish. Legal information is also provided through ethno-cultural media outlets such as radio and newspapers, and many public legal education and information programs have been tailored for First Nations audiences.

Additionally, LSS provides these services aimed specifically at Aboriginal persons:

» Public legal education and information materials for Aboriginal persons on a range of legal issues, including a legal information website;

» Legal aid intake on reserves; and

» The Gladue report disbursement project, which can assist in informing the sentencing process of an Aboriginal person.

At the national level, Justice Services Branch facilitates and coordinates British Columbia's participation in federal/provincial/territorial (FPT) criminal justice reform and justice and public safety policy discussions. As part of this work, the branch led the development of an FPT justice framework to address the issue of violence against Aboriginal women and girls, which was publicly released in January 2016. British Columbia has also participated in, and contributed to, the National Roundtables on Missing and Murdered Indigenous Women and Girls as well as the work to plan and implement a national inquiry.

Through its human rights program, the branch funds the British Columbia Human Rights Clinic to provide services to complainants and respondents who require assistance with the prevention and resolution of human rights issues. These services, which include intake, triage, information provision, education, resolution and legal services to eligible persons, are delivered online, by telephone, through in-person workshops, and by direct legal representation. A weekly drop-in triage clinic provides an initial evaluation, information on options, referrals and recommendation on services. BC's *Human Rights Code* protects British Columbians from discrimination in areas such as employment, housing, and services and facilities customarily available to the public on the basis of grounds such as: race; colour; ancestry; place of origin; religion; age; marital status; family status; physical or mental disability; gender; and sexual orientation.

The branch developed seven fact sheets to help British Columbians understand their rights under the *Human Rights Code*. The fact sheets have been translated into a number of languages, including Arabic, Chinese (simplified and traditional), French, Persian, Punjabi, Spanish, Swahili, Tagalog, and Vietnamese.

Working on the development of the Civil Resolution Tribunal (CRT), the branch continues to work with the CRT to include access to telephone translation in the service model.

At a national level, as a member of the Continuing Committee of Officials on Human Rights, the ministry reports on British Columbia's compliance with various United Nations human rights treaties (such as the International Convention on the Elimination of All Forms of Racial Discrimination), and participates in FPT discussions considering whether Canada will ratify or become a signatory to other instruments.

LEGAL SERVICES BRANCH

In conjunction with the Criminal Justice Branch, the Legal Services Branch has a specific position for Aboriginal articled students. This program allocates one articling position annually for a law student having Aboriginal ancestry.

The branch assists the ministry and advises other client ministries to ensure compliance with the *Charter of Rights and Freedoms*, the *Human Rights Code* and the *Multiculturalism Act*.

MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL

BC CORONERS SERVICE

Brochures dealing with the BC Coroners Service roles and responsibilities are available in a variety of languages.

Coroners strive to ensure a culturally safe environment for families and communities of the deceased and to ensure that cultural and spiritual needs are respected.

Coroners work closely with interpretation services provided through police departments and police victim services agencies to ensure coroners are able to communicate with family members in their chosen language.

The BC Coroners Service was most pleased on May 2, 2014, to sign a Memorandum of Understanding (MOU) with the First Nations Health Authority of BC (FNHA), the first MOU the FNHA has signed outside the health care system. As stated in the Preamble to the MOU, the Coroners Service and FNHA "agree that it is our mutual desire to work together to improve the health, safety and well-being of First Nations in British Columbia." The FNHA was formed as the result of a tripartite agreement involving First Nations and the BC and federal governments to transfer control of First Nations health services to First Nations.

The Coroners Service has launched an initiative to engage members of First Nations as coroners in their communities. This will ensure that family and community needs are clearly understood and that culturally appropriate services are delivered in a timely manner and are consistent with spiritual beliefs.

Training for all new coroners now includes a component delivered by the First Nations Health Authority to assist coroners' understanding of First Nations history, spiritual beliefs and practices.

COMMUNITY SAFETY AND CRIME PREVENTION BRANCH

The Community Safety and Crime Prevention Branch offers specialized multicultural and Aboriginal victim services, outreach and counselling support for women impacted by violence.

VictimLink BC, a toll-free service that provides information and referral services to victims of crime, including women who have experienced violence, is funded by the branch. VictimLink BC services are available in more than 110 languages, including 17 Aboriginal languages.

In March 2016, over $3.7 million in civil forfeiture and criminal forfeiture grant funding was provided to support projects aimed at addressing violence against women, including those involving immigrant, refugee, newcomer and racial/cultural minority women. Over $1.3 million in grant funding was provided to Aboriginal communities for crime prevention and remediation projects, with over $865,000 of this funding focused on projects to address violence against Aboriginal women and girls.

The branch implemented a pilot project, supported through federal funding, to explore the feasibility of delivering victim services in ways other than face-to-face, such as by telephone, text message and/or live meeting/Skype, to victims who do not live near a victim service program. Emphasis was placed on the importance of providing culturally relevant service delivery, particularly for Aboriginal communities.

Through the Office to Combat Trafficking in Persons, the branch maintains dialogue and partnerships with immigrant, refugee, multicultural and Aboriginal organizations to identify, protect and provide culturally sensitive services to trafficked persons, including:

» Ongoing distribution of pocket cards in 14 languages with information on human trafficking and a toll-free number to call for assistance;

» A toll-free number (handled by VictimLink BC) that directs callers who are unable to communicate in English to an over-the-phone interpretation service;

- Ongoing delivery of the first *Human Trafficking Training Curriculum in Canada, Human Trafficking: Canada is Not Immune*, developed in consultation with representatives from Aboriginal, settlement and interpretation organizations, multicultural victim services, and immigrant and refugee service networks, and now also available in French;
- The *Human Trafficking in Canada* poster by the People's Law School on domestic servitude as a form of human trafficking was translated and printed into several languages – including Spanish, Chinesem Punjabi and Tagalog – and distributed around British Columbia; and
- The People's Law School booklet on human trafficking was updated, translated into five languages (French, Spanish, Tagalog, Chinese, Punjabi) and distributed by OCTIP. This publication received BC provincial government funding to update the law and resources section.

CORRECTIONS BRANCH

The Corrections Banch recruits widely to exemplify cultural diversity and provides training in multicultural awareness and discrimination prevention.

The Corrections Branch offers culturally-adapted relationship violence and substance abuse programs for court-ordered individuals.

The Aboriginal Programs and Relationships section was created in January 2008 to address the over-representation of Aboriginal peoples in the justice system. Its purpose is to engage communities and organizations in the management and healing of Aboriginal offenders to reduce reoffending. A strategic plan supports continued action on strengthening relationships between corrections staff and Aboriginal people and communities, delivering cultural training, recruitment of Aboriginal staff and enhancement of training for Corrections' staff and Aboriginal justice service providers. In 2015, an Aboriginal Analyst was hired to help support the director in furthering the initiatives set out in the strategic plan.

The Corrections Branch partners with the federal government and Aboriginal communities to implement the Aboriginal Justice Strategy (AJS), which operates in 34 communities and provides community-based services that range from court diversion to the re-integration of offenders returning from custody centres. Partnerships with the federal Department of Justice and provincial Ministries of Justice and Children and Family Development provide approximately $4.4 million in cost-shared funding for AJS programs.

The Corrections Branch contracts with the Native Courtworker and Counselling Association of BC (NCCABC), a 43-year-old organization that is located in 28 communities and in 74% of the province's courthouses. NCCABC seeks to ensure that Aboriginal people in conflict with the law receive fair, equitable and culturally sensitive treatment by the criminal justice system. Joint provincial and federal Department of Justice funding of approximately $2.6 million supports NCCABC to ensure continued involvement throughout provincial courts, including the Vancouver Downtown Community Court initiative.

The Corrections Branch contracts with Aboriginal service providers for the provision of a variety of services for Aboriginal offenders incarcerated in the province's 10 custody centres. Service providers are responsible for developing and managing the programs for each centre, coordinating Aboriginal cultural education, healing and counselling programs, and providing release planning services.

The Corrections Branch and the Justice Institute of British Columbia have partnered to provide training in relationship violence prevention, substance abuse management, facilitation skills and alternative measures to Aboriginal justice workers. Approximately 152 Aboriginal justice workers have been trained to co-facilitate these programs with probation officers with a specific focus on culturally appropriate practices.

To address violence by men within intimate male-female relationships in certain cultural communities, the Community Corrections Division developed the Relationship Violence Prevention Program – Cultural Edition. The program is adapted from the 10-session Respectful Relationship Program and the 17-session Relationship Violence Program. This program introduces offenders to the range of abuse that occurs in relationships, including abuse that occurs in cultural communities. The program requires the men to explore some of the underlying factors that contributed to their resorting to abusive behaviours. The sessions and exercises are done in the client's native language.

POLICING AND SECURITY BRANCH

Police Services Division cost shares with Public Safety Canada (48/52%) the provision of a dedicated policing service to many First Nations communities in the Province. The goal of the First Nation Community Policing Service is to ensure that First Nations communities receive policing services that are culturally sensitive and responsive to the particular needs of the communities and that enhance the level of policing services normally provided by the RCMP under the Provincial Police Service Agreement.

Police officers providing an enhanced service spend 100% of their time policing the First Nations communities. Where possible, the police officers assigned to a First Nation community are Aboriginal or familiar with the culture and traditions of the First Nation.

Since 2014/15 there has been an authorized strength of 108.5 police members providing an enhanced service to 132 First Nations communities throughout BC through 55 Community Tripartite Agreements. Ten First Nations communities within the Stl'atl'imx Nation receive service from a Designated Police Unit called the Stl'atl'imx Tribal Police Service that provides culturally sensitive policing and law enforcement to participating communities in the Stl'atl'imx territory. In addition, the treaty Tsawwassen First Nation has an agreement with the Corporation of Delta for the dedicated services of one Delta police officer to provide an enhanced service to their citizens.

British Columbia recognizes the importance of incorporating issues relating to diversity and policing into its overall law enforcement agenda. Policing and Security Branch leads the Provincial Committee on Cultural Diversity and Policing, which operates to enhance understanding, communications and participation between police and ethno-cultural minorities in British Columbia. The committee is composed of senior police officers, other law enforcement partners and representatives from British Columbia's ethnic communities. In January 2016, the Provincial Committee on Cultural Diversity and Policing hosted a one-day forum to:

- Support continued communication and engagement between law enforcement and community;
- Build awareness and understanding; enhance relationships; and
- Provide the Provincial Committee on Cultural Diversity and Policing, government and police leaders with diverse perspectives on emerging policing and diversity issues.

The Police Academy of the Justice Institute of British Columbia has received a $205,000 grant through the Civil Forfeiture Office to facilitate the integration of cultural competency and bias-free policing core values throughout training curricula. This will include training police officers with respect to developing and maintaining community relationships, particularly with vulnerable members of the community.

British Columbia's *Police Act* was recently amended to allow the government to set binding provincial policing standards to promote bias-free policing. Work on the standards is underway, with anticipated completion in 2017.

As part of British Columbia's enhanced traffic enforcement program, public awareness programming promoting the BC Chiefs of Police's targeted road safety campaigns is made available to multi-ethnic radio stations broadcasting in Cantonese, Mandarin, Punjabi and Hindi, as well as to a northern BC Aboriginal radio station, to help address impaired, distracted and high-risk driving.

ROADSAFETYBC

RoadSafetyBC has demonstrated a commitment to building a representative public service and regularly reviews hiring practices to ensure the recruitment process is fair and transparent. The branch also maintains an inclusive approach to hiring by ensuring that hiring materials attract talented people with a mix of backgrounds, experience and perspectives. A diverse workforce enables RoadSafetyBC to better understand and meet the needs of all British Columbians. RoadSafetyBC has created a comprehensive training program for new and existing staff. New employees are provided an onboarding and orientation package that includes program specific information and diversity training, which must be completed within the first 60 days of work. The branch also requires all supervisors to complete the Supervisor Development Certificate Program, which includes courses on discrimination prevention and appreciating diversity in the public service.

The Responsible Driver Program is a remedial program for drivers with prohibitions related to drinking and/or drug use and driving. Every Canadian province and many jurisdictions throughout the world have similar programs and they have been shown to reduce the risk of repeat alcohol and/or drug-related motor vehicle collisions and convictions. British Columbia contracts with Stroh Health Care to deliver the program province-wide. In addition to English, Stroh Health Care has offered sessions in several different languages including Punjabi, Hindi, Cantonese, Mandarin, Korean, Vietnamese and Spanish. Stroh Health Care also welcomes translators into counselling sessions, as a user-pay service.

Ministry of Natural Gas Development and Minister Responsible for Housing

MANDATE

The purpose of the Ministry of Natural Gas Development and Minister Responsible for Housing is twofold:

- To guide responsible development and ensure maximum economic benefits to British Columbians from the province's natural gas resources, new export markets related to interprovincial pipelines, oil projects and value-added natural gas products, and the province's next new major industrial sector—that of liquefied natural gas (LNG); and
- To provide British Columbians with access to safe, affordable and appropriate housing through policy and programs, technical codes and standards, and services for landlords and tenants.

The ministry's stakeholders are the citizens of British Columbia and their representatives at all levels of government, First Nations, community groups, non-profit societies, schools, service organizations, private sector companies, project proponents, and environmental and industry associations. Key to the Ministry's success is its ability to maintain strong, collaborative relationships with stakeholders, partner agencies and other levels of government.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The MNGD executive remains committed to respectful, honest, trustworthy and ethical behavior, and diversity in all its communications and actions. The executive ensures policies, programs and decisions across government support the establishment of a thriving, competitive LNG industry that is environmentally and socially responsible.

The current focus is on building awareness and accountability for all by focusing on communication, conversation and ongoing dialogue.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The ministry is comprised of staff who speak a wide variety of languages. Some of the languages spoken in MNGD include: Afrikaans, Cantonese, Dutch, English, Farsi, French, Gujerati, Hindi, Italian, Japanese, Kwa-Kwa-la, Mandarin, Persian, Polish, Portuguese, Punjabi, Russian, Spanish, Taiwanese, Tagalog, and Yoruba.

Employees bring a diverse range of cultures, languages, experiences and backgrounds to their roles. This helps to enrich our corporate culture, inform our work, and better meet the expectations of citizens. Different cultures represented in the ministry include: Austrian, British, Chinese, Dutch, East Indian, Fijian, Filipino, French-Canadian, Hindu, Iranian, Italian, Japanese, Korean, Kwa-Kwa-la, Persian, Polish, Portuguese, Punjabi, Russian, Scottish, South African, South Asian, Spanish, Sri Lankan, Tsawataineuk First Nation, and Ukrainian.

Some ministry-wide examples of internal diversity activities that took place in 2015 included:

» The Aboriginal Youth Internship Program

» Student Co-op Program

» Work-Able Program

» Aboriginal Awareness Lunch and Learn

» Lunch potlucks that provided an opportunity for employees to come together

» Recognition program with a focus on competencies related to inclusiveness and diversity

» A cultural change approach to project implementation, inclusiveness, and

» A coaching approach to performance management

HIGHLIGHTS OF INITIATIVES

MNGD continues to collaborate with the Ministry of Aboriginal Relations and Reconciliation and First Nations to support the development of Government-to-Government agreements and ensure they benefit from oil and gas development in the Province. Staff at the Upstream Development Division worked closely with Treaty 8 First Nations on subsurface tenuring issues.

The LNG Task Force hosted delegations from Japan, Qatar, Germany, Chile, Poland, and Japan. They also met representatives from Japan, Malaysia, China, Korea, Singapore and Indonesian, while on missions to these countries and at LNG conferences in Paris, France and Perth, Western Australia. Working with the Ministry of International Trade, cultural awareness packages were developed so that staff understood cultural protocols and could engage in a respectful way.

In collaboration with First Nations, the Ministry of Aboriginal Relations and Reconciliation, and the Ministry of Forests, Lands, and Natural Resource Operations, MNGD initiated the Environmental Stewardship Initiative (ESI). Through ESI the province and First Nations co-design environmental initiatives in areas impacted by LNG development in northern BC, with industry participation including upstream development, pipeline, and LNG facility proponents.

First Nations invited MNGD, in partnership with the Ministry of Jobs, Tourism, and Skills Training, to deliver Energy Education Seminars and LNG BuyBC programs in local communities.

Energy Education Information Kits were developed and offered in multiple formats (print, web, flash drive) to ensure information delivery in even the most remote First Nation communities keeping in mind connectivity challenges.

In partnership with the Ministry of Aboriginal Relations and Reconciliations, financial and logistical support was provided to BC First Nations to attend the International LNG in BC Conference, to support BC First Nations in gaining a better understanding of the pros and cons of gas development. Conference program content was also dedicated to providing First Nations with an opportunity to share their views have their voices heard.

The Residential Tenancy Branch held the following public education sessions on landlord-tenant responsibilities:

- April 2015 – Maywood School Settlement Workers
- April 2015 – Smithers Dze L K'ant Friendship Centre
- May 2015 – M'akola Housing Group
- July 2015 – SUCCESS Burnaby-Coquitlam Settlement Service Centre
- September 2015 – UVic International Students
- September 2015 – Aboriginal Housing Management Association AHMA
- October 2015 – Downtown Eastside Tenant Convention (Japanese Language Centre)
- November 2015 – JHub Newcomers
- January and March 2016 Radioshow – Punjabi RED FM
- February 2016 – Vancouver Community College ESL Program
- March 2016 – SUCCESS Immigrant Settlement & Integration Program

The Residential Tenancy Branch continues to offer the general Residential Tenancy Branch brochure in Arabic, Chinese simplified, Chinese traditional, Filipino, French, Japanese, Portuguese, Punjabi, Russian, Spanish and Vietnamese. All are available online.

Ministry of Small Business and Red Tape Reduction and Minister Responsible for the Liquor Distribution Branch

MANDATE

The Ministry of Small Business and Red Tape Reduction and Responsible for the Liquor Distribution Branch manages key lines of government services that support the increased growth of the small business sector, reduce red tape to make it easier for British Columbians to access the programs and resources they need, and develop modern liquor policies that enhance public health and safety, provide greater choice and convenience, and streamlines regulations for industry.

The ministry supports government's economic strategy, Canada Starts Here: The BC Jobs Plan, by providing access to tools and resources that support the economic competitiveness of small businesses and by leading cross-government efforts to reduce the red tape that hinders economic development and makes it difficult for citizens and businesses to interact with government. The ministry collaborates with government, industry and communities to ensure simplified processes for businesses, easy access to services for citizens, and a more competitive investment climate for BC.

The ministry was established on July 30, 2015 as part of a realignment of government ministries, and includes divisions formerly residing in the Ministry of Jobs, Tourism and Skills Training, and the Ministry of Justice. The effective delivery of the ministry's mandate relies on key legislation, including: the Regulatory Reporting Act; the Red Tape Reduction Day Act; the Liquor Control and Licensing Act; and the Liquor Distribution Act.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry's executive is committed to demonstrating leadership and accountability on multicultural issues in a number of ways. The executive promotes inclusive hiring practices and demonstrates leadership in this area, which promotes in increased public sector sensitivity to the diverse needs of British Columbians. In addition, the ministry considers the diverse needs of British Columbians as part of its service delivery. Whether translating critical resources into different languages or partnering with stakeholders who share the ministry's commitment, the ministry works to accommodate the needs of diverse communities as part of its service delivery.

Executive commitment to multiculturalism is also reflected in how consultation is done with British Columbia's diverse communities as part of service planning and evaluation. From implementing the feedback of British Columbians through the Liquor Policy Review to securing input on ideas to reduce red tape, the ministry always strive to reach out to diverse communities and incorporate their perspectives.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The ministry embraces multiculturalism in the workplace in the following ways:

- By promoting inclusive hiring practices;
- By valuing diversity, whether in the form of cultures or ways of doing things;
- By promoting engagement with diverse groups, including First Nations; and
- By encouraging staff to consider opportunities to adapt programs to meet the needs of different cultural groups.

HIGHLIGHTS OF INITIATIVE

In 2015/16, the ministry continued efforts to make small business program resources and services available for diverse audiences. New measures were also undertaken to enhance Aboriginal small business and economic development. Initiatives included:

- The Small Business Branch published the *Starting a Small Business Guide* and Import/Export Guide in five languages, including English, Traditional Chinese, Simplified Chinese, Korean and Punjabi.
- The Small Business Branch developed educational resource materials to support the

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implementation of a new Franchise Act, which have been translated into four languages (simplified and traditional Chinese, Punjabi and Korean), to assist our diverse community of franchisors and franchisees.

- The premiere service delivery provider, Small Business BC, provided translated brochures in both English and French. In addition, staff in Small Business BC speak a number of different languages, including French, English, Mandarin, Cantonese, Tagalog, Urdu, Punjabi and Hindi.
- The Small Business Branch continued to explore opportunities to support First Nations businesses. Notable achievements included:
  - In April 2016, the Tsawwassen First Nation became the first Aboriginal community in Canada to become a partner in the BizPaL program, which provides entrepreneurs with the permit and licencing information they need to successfully start and grow their business.
  - In January 2016, the shíshálh Nation joined the Town of Gibsons and District of Sechelt as partners in the Sunshine Coast mobile business licence.
  - The BC Small Business Roundtable included First Nations representatives Chief Judy Wilson from the Neskonlith Indian Band (Kamloops) and Chief Councillor Ellis Ross from the Haisla First Nation (Kitimat). In 2016, these members are championing Aboriginal entrepreneurship through the Roundtable's Fourth Annual Open for Business Awards and the 5th Aboriginal Small Business Meeting to highlight local success stories and to address opportunities and challenges in support of regional economic development priorities.

The ministry leads the red tape reduction priority across government by working with other ministries to cut red tape and improve services for all British Columbians. In 2015, the ministry held a public engagement and worked with other ministries to identify ways to improve government service delivery. Several projects with a multiculturalism focus have resulted from these initiatives. Examples of projects initiated by the ministries responsible include:

- The Provincial Nominee Program application process has been streamlined and made available online, resulting in decreased processing times and a reduction in the inventory of applications.
- Citizenship and residency requirements for land surveyors have been modernized to enable land surveyors who are not Canadian citizens or permanent residents to be commissioned as a land surveyor and to practice in BC.
- A web call back feature is being added to ServiceBC, which allows citizens to leave a call back number and receive specialize assistance in Chinese Mandarin, Chinese Cantonese, Punjabi, and Korean.
- The Ministry of Justice is creating a plain language online resource to help people with the most common request for estate grants.
- DisabilityBC is redeveloping its website with a focus on plain language.

The ministry supported multiculturalism initiatives through its oversight of liquor control and licensing in the province, including:

- Educational videos on provincial liquor laws as they apply to bars and restaurants were made available via the Liquor Control and Licensing Branch website. A version of the video for restaurants has been available for several years in simplified and traditional Chinese, Cantonese, Mandarin and Korean.
- The branch maintained a contract with the Provincial Language Service for interpreter services for use by liquor inspectors and licensing staff when required.
- The branch has an agreement with ServiceBC to support members of the public applying online for a special occasion licence where there is no access to the internet, or when English is not their first language.

Ministry of Social Development and Social Innovation

MANDATE

The Ministry of Social Development and Social Innovation provides British Columbians in need with a system of supports to help them achieve their social and economic potential. The key responsibilities include providing income and disability assistance for those in need, delivering employment programs and services to unemployed and underemployed individuals, funding and overseeing programs and services delivered by Community Living BC, who assist adults with developmental disabilities, and supporting B.C.'s social innovation sector. In addition, the ministry is responsible for leading the implementation of Accessibility 2024, Government's 10-year action plan to make B.C. the most progressive province in Canada for people with disabilities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Ministry leadership is committed to providing services and supports that meet the needs of an ever-changing and diverse community of clients. The ministry continues to streamline provisions and service delivery to support clients of all ethnic, religious and cultural minorities, as well as First Nations, Metis, and Inuit populations while encouraging independence and reducing barriers to employment. Ministry executives who have service delivery responsibilities have created opportunities to consult clients and gain feedback towards improving services and client outcomes through surveys, face-to-face consultations and townhall meetings. The ministry has expanded its survey outreach by providing telephone and paper options along with online access.

The ministry's executive champions a culture of diversity and inclusion within the organization including emphasizing and promoting diversity-related events and activities such as Aboriginal Disability Awareness Month, diversity-related training and diversity fairs.

Ministry leadership is committed to maintaining a work environment that respects and values diversity. Ministry practices are consistent with overarching BC Public Service corporate values and strategies presented in Being the Best, Reflecting Our Communities and Citizens @ the Centre.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The ministry is a large organization with approximately 2,000 employees who represent a broad array of cultures. In 2015/16, the ministry began the development of of a three-year cultural engagement strategy which devotes a large component to diversity and inclusion. Through finalization and implementation of the strategy in 2016/17, employees will have the opportunity to contribute to innovative and creative processes and co-create the future of ministry activities related to cultural engagement, diversity and inclusion.

The ministry continues to be a strong supporter of the Aboriginal Youth Internship Program.
The ministry recognizes the diverse physical needs of staff and clients to work and conduct business in a welcoming environment. All ministry offices are accessible to people with physical challenges and most provide additional supports that include low level access buttons, braille sign postings in washrooms and where required, adaptive technology that assists people with visual impairments.

PARTNERSHIPS THAT SUPPORT MULTICULTURALISM

The ministry works jointly with the Ministry of Jobs, Tourism and Skills Training to build and support community partnerships to improve employment outcomes for immigrants. Together, the ministries work with Citizenship and Immigration Canada on regional agency collaboration and participation in community engagement events such as the

Vancouver Immigrant Senior's Employment Forum, the Immigrant Employment Council of BC and the Professional Immigrant Network Roundtable.

The ministry employs several community outreach workers who collaborate and partner with community agencies to provide medical aid, food and shelter to clients with diverse backgrounds including immigrant populations. The community outreach workers focus on homelessness prevention, community engagement and removing barriers for clients transitioning into society from other facilities. This work requires building of trust and mutual respect of cultural differences and views.

HIGHLIGHTS OF INITIATIVES

The ministry provides services throughout the province that support a culturally and linguistically diverse client population, providing dedicated training and communication resources to deepen awareness and understanding of the intersections between multi-lingual services. Wherever possible, language is eliminated as a barrier to services for British Columbians. Through the Provincial Language Service, front line staff members work with individuals through translation services and interpretive services in over 150 languages. Where sufficient demand exists, WorkBC Employment Services Centres provide services in English and French (both in person and online) and provide on-demand specialized services to Aboriginal clients on reserve.

ROMANIAN
Japanese
Creole
SERBIAN
Urdu
SWAHILI
Spanish
PASHTU
CROATIAN
FRENCH
ARABIC
HUNGARIAN
KURDISH
PERSIAN
Russian
TURKIC
YORUBA
ITALIAN
ENGLISH
PORTUGUESE
Albanian
SOMALI
ARMENIAN
Finnish
TAMIL
BOSNIAN
German
CHINESE
DUTCH

The Employment Program of BC (EPBC) is designed to respond to the needs of all clients, including those with specialized needs in accessing employment services. EPBC service providers are required to provide full services through WorkBC Employment Services Centres through a variety of ways that are tailored to meet specific service demands found in their catchment area. This includes welcome signs posted in different languages, Aboriginal cultural motifs integrated into employment centre design and employees that speak other languages. The ministry is currently working to coordinate resources in support of Syrian refugees.

The Services to Adults with Developmental Disabilities (STADD) program provides an integrated system of supports to better meet the needs of individuals with developmental disabilities and their families. STADD has built connections with a range of multicultural and culturally specific organizations as a part of this work. This includes organizations such as MOSIAC, DiverseCity Community Resource Society and the Moving Ahead Program.

ENGAGING OUR STAFF

The ministry promotes and supports a culture of multiculturalism within the organization by recognizing and celebrating staff contributions, ideas on diversity and by reflecting on the differences in our workplace and communities.

Employees contribute to an internal blog called "The Water Cooler" on the ministry intranet site, writing on topics of importance to them. Diversity and multiculturalism are common topics of discussion.

Included here is the story of one ministry staff member's experience upon coming to Canada and eventually to the ministry.

THE WINDING ROAD TO MULTICULTURALISM—MEDARDO PANLILIO

Like the roads to beautiful mountains, the roads to our goals in work and in life are often bumpy and winding, not a straight line. That, I would say, is true to my personal journey in Canada.

It was seven years ago when I finally came to Canada. Actually, it was four years before that that I decided to come. Having scored high on the skilled immigrants' criteria, I imagined myself doing the same public service work I am good at in one of the best places to live in the world. Wow! Smooth transition. Anyone could not wait to jump in!

But I did not. When the news came that my application was approved, I hemmed and hawed. I was doing well in work and in life, at least in local standards, to listen to the voices telling me I would be better off abroad with my skills and experiences. Not only that, an Australian friend I met when I studied Public Economic Policy at the Australian National University asked me pointedly: Why Canada? In short, the stakes were high. It was an all-in Russian roulette—literally, since lives, personal and professional, were on the line, not only mine but my family's. Another year passed by to reflect. Told I had to go or I would forfeit my chance to go, I came.

Barely settled, I applied for jobs in my field but as rejections came I applied for survival jobs as well before our settlement funds run dry. But to no avail. Frustrated, I was in a state of denial! I still believed I could find a job in my field. So, I registered in a resume writing workshop, which is one of the many support services available to newcomers. I was told by my employment counsellors that my credentials were impressive but months passed by, there was no job. As anxiety set in, I started thinking of going back to the Philippines. But then I had to start all over again. A believer, I prayed hard as never before.

Finally, there was a break! I was hired to work in the 2010 Winter Olympics, then in the G8 Summit in Toronto, and then I worked briefly at a fruit shop where I was asked to clean a washroom and a freezing vegetable room, things that I never imagined doing.

Accepting my situation, I decided to go back to school. Tipped about a job at the Ministry of Social Development and Social Innovation, I applied and before I knew I was called to an examination.

At the ministry, I was pleasantly surprised to see workers from various cultures freely interacting and supporting each other. Workers' ideas were heard without considering the colours of their skin or their cultures. We all participated in a vision formulation. Although a newcomer, I drafted the vision for which I was complimented: "You rock!" Workers were free to contribute articles and perspectives in the Loop, the ministry's online publication. Lost in a strange and rugged sea, I found the ministry a familiar shore.

In the local office I worked as an EAW, I witnessed how there is excellence through diversity. The office inventoried all the languages that its workers spoke and instead of immediately using professional interpreters, it asked its workers to attend to clients who needed interpreters. By having culturally diverse workforce, the ministry is in a better position to understand and attend to its culturally diverse clients. It takes one to know one and it takes diverse workers to sensitively serve diverse clients.

I heard stories about racial discrimination when it comes to job mobility and growth in the public service. Yet, my own experience evidenced otherwise. Maybe I am an outlier or just lucky to be with people of integrity and professionalism. But then I met former immigrants holding jobs above entry levels and when I assumed my current job, which I really like, I never experienced that culture or race was a negative factor. Co-workers and superiors were respectful in their own unique ways. Leadership encouraged access to resources and trainings (e.g., BCPS online courses and TED) that help workers navigate through cultural differences to become even a stronger team. I felt I had come home!

Looking back at the winding journey, I would say that the most challenging experiences I had in Canada made me a better person and a Canadian citizen. They enabled me to deeply appreciate the needs and uniqueness of others which, in turn, allowed me to weave into the rich tapestry of multiculturalism in the service of those in need. The experience also enriched the poems that I write and even drove me to "father" and publish a book. Truly, there is something good that comes out from cleaning washrooms!

Ministry of Technology, Innovation and Citizens' Services

MANDATE

Vision: to be recognized for excellence and innovation in technology, services and program delivery for British Columbians.

Mission: to grow British Columbia's technology sector, champion innovation, and enable delivery of cost-effective, accessible and responsive services to citizens and the public sector.

The ministry plays a unique 'threefold' role within government, as a ***service delivery agent***, providing services directly to citizens; an ***enabling agent***, providing services and infrastructure to our client ministries and the broader public sector; and a ***change agent***, leading the development and implementation of corporate strategies.

Its goals are to create conditions for BC businesses to be successful; make it easier for citizens and business to interact with government; and deliver efficient and effective services to the Public Sector.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The ministry aims to provide citizens and clients better access to services they need, more choice in how they get those services, the highest quality service experience possible, and the ability to participate in and have an impact on the design or delivery of those services. Its corporate operating principles of collaboration are reflected in engagement with clients, citizens and employees in the design and delivery of our services and programs to better accommodate user needs. The ministry recognizes that clients will have different preferences as to how they access our services so ministry infrastructure enables in-person, phone and online resources.

MTICS has an Inclusive and Respectful Workplace Group that is co-led by two employees. The group is comprised of approximately 30 representatives across each division, several geographic locations and every level of the ministry. It is a purely grass-roots movement to initiate and promote inclusive and respectful activities, and to promote the ministry's culture with the values of inclusiveness and respect in mind. This group offered training and an ongoing discussion around demonstrating respect for individual rights and differences.

The Technology, Innovation, Procurement and Supply division of MTICS has created over 50 user personas of their business areas' clients and stakeholders. These hypothesized personas represent a wide range of people with varying backgrounds of ethnicity, language and abilities. The personas are referred to frequently to ensure that the business areas' services and product offerings meet the needs of their diverse client base. Additionally, the division sought out and supported Aboriginal representation for the working group of the BC Bid Resources corporate project.

HOW WE EMBRACE MULTICULTURALISM IN OUR WORKPLACE

Various people across the ministry speak Mandarin Chinese, Dutch, French, Russian, Malay, Hindi, Punjabi, Spanish, Swahili, Farsi, Swedish, Danish, Romanian, Hungarian, Italian, Guyanese and Cantonese, various First Nations dialects, and one of our staff understands 'Jiangxi' from the Jiangxi Province, (one of approximately 56 spoken dialects in China.)

MTICS sent two employee representatives to the Roundtable on Diversity and Inclusion, hosted by Provincial Multicultural Advisory Council (MAC) in partnership with the Inter-Cultural Association of Greater Victoria. The discussion and exercises from that event contributed to the development of strategies on how to make government services more accessible to diverse populations. The Queen's Printer branch prints materials in numerous languages, based on the request of their clients (e.g. French, English, Punjabi, Braille, Simplified Chinese, Traditional Chinese and Spanish), and continues to work with clients on their needs to create websites in various languages.

The Real Property Division (RPD) ensures employees are involved in multiculturalism and effective stakeholder relations. Throughout the 2015/16 year a number of activities supported this commitment:

- » RPD has hosted employees through the Aboriginal Youth Internship Program (AYIP) for three consecutive years, since 2013/14, and organized Orange Shirt Day, an event that brings awareness to survivors of Residential Schools in B.C.
- » Several employees attended training workshops hosted by the Ministry of Justice and Attorney General's Aboriginal Law Group. Training focussed on the government's duty to consult with First Nations in B.C., how to properly engage Aboriginal groups, and the cultural and historical significance of Aboriginal sites and traditional practices. Attendees reported back learnings in a knowledge-sharing session in 2016.
- » RPD sent a representative to the Aboriginal Recruitment and Retention Forum hosted by the Ministry of Children and Family Development. The forum looked at ways ministries could increase cultural competency and leverage the skills and knowledge of Indigenous employees in all aspects of the business.

Real Estate Business Services Branch holds an annual Multicultural Potluck Lunch.

HIGHLIGHTS OF INITIATIVES

One of MTICS' ongoing key performance measures is the percentage of First Nations with access to broadband facilities. The ministry collaborates with First Nations organizations and the federal government on a shared goal of connectivity for 203 First Nations, in support of the Transformative Change Accord. Broadband connectivity in rural and remote areas will provide access to health care information, online educational opportunities, government services online, as well as the preservation of cultures and languages that, together, will help bridge the socio-economic gap.

The Release of Assets for Economic Generation (RAEG) Branch consults and negotiates benefits agreements with First Nations around the province. These consultations also serve to establish positive working relations, while creating economic opportunities.

In October, 2015 RAEG hosted a forum for public servants who consult and negotiate with First Nations. The forum covered topics such as:

- Consulting multiple First Nations;
- Determining consultation level for each FN;
- Assessing seriousness of impact;
- Factors for assessing impacts of land sales to Aboriginal/treaty rights;
- Discussing strength of claim;
- Why and how to communicate SOC assessments;
- Sharing ethno-historic information; and
- Challenging consultation scenarios

Service BC continues to display welcoming messages in 15 different languages on our digital signage monitors in offices across the province. Staff in Service BC Centres also distribute Welcome to BC books in 11 languages, the BC Seniors Guide in 5 languages and Healthy Eating for Seniors Guide in 5 languages.

Government Agents and staff in local Service BC Centres across the province engage in a variety of multicultural activities as part of their role as government service providers and community members. Below are just a few examples:

- In Smithers, staff created linkages with the Dze l'Kant Friendship Centre to assist with their driving training programs; Government Agent participated in the Bulkley Valley Planning Society's "Community Vitality Forum" where community leaders came together to discuss ways to measure and identify areas of strength including multiculturalism and social inclusion; staff created a waiting room wall dedicated to local artists exhibiting their works.
- In Chilliwack, staff has been involved with the Chilliwack Welcoming Communities Program since 2012 promoting local partnership and increasing awareness of new comer services in the community.
- In Merritt, staff were very involved in getting th Sikh community registered with BC Transplant in a culturally reflected way in Punjabi and Hindu languages.
- In Vernon, one of our Customer Service Representatives recently held an annual fundraiser called Bollywood Bang which raises money for local charities and creates closer tied to the Sikh community.
- In Duncan, staff participated in outreach sessions in Mill Bay and Lake Cowichan organized by the Cowichan Intercultural Society; staff conducted an education session at the Cowichan Intercultural Society for new settlers on applying for medical and discussed other government programs to minimize barriers to settlement.
- Many Service BC Centres continue to work with local Aboriginal Peoples to create and display original "welcoming" signage in the primary local dialect. *(see story on next page)*

MINISTRY STORY

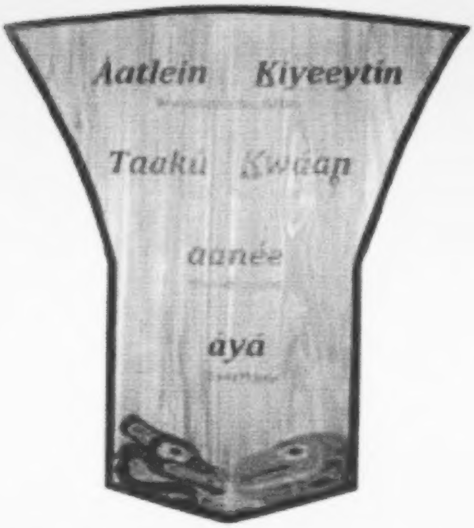
Service BC collaborated with local Aboriginal Peoples over the past 4 years to create original "welcoming" signage in the primary local dialect. To date, 15 offices across the province now display unique signage. Service BC and local Band leadership worked alongside one another to identify culturally appropriate wording and images, to ensure all members of the Aboriginal Peoples' community would feel welcome in their local Service BC offices.

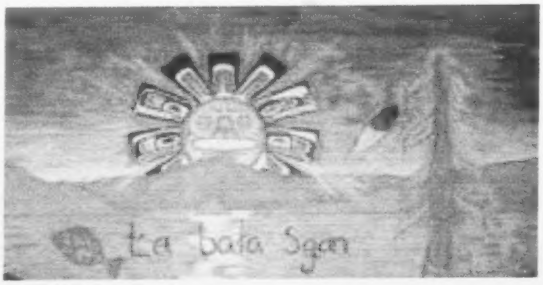
The first photo shows one of the signs that was created in collaboration with the Tsimshian First Nation. As part of the Aboriginal First Nations Signage project, Service BC in Prince Rupert engaged with the local Friendship House Association. The result was an original art piece created and signed personally by their Youth Group. It is hung with pride above the Community Access Terminals. The words, " ta bata Sgan" means "The Welcome Mat is spread for you."

The second photo shows the "Welcome to Atlin" proudly displayed in the Atlin Service BC office. The signage was designed and created by Wayne Wm. Carlick in March 2011. Wayne is known as a master carver and artist and is a member of the Atlin Tlingit First Nation and Taltan First Nation Raven Clan from the Xooxhitan House. Wayne's traditional name is Yaa Nda Kin Yell meaning 'Flying Raven'. He was raised on the Taku River in Northern B.C.

Prince Rupert and Atlin Service BC offices along with 13 others throughout the province are honoured to display these beautiful works of art to be enjoyed and welcomed by all the great citizens of British Columbia.

(Source: Service BC - Perry Slump, Director Service Analytics and Standards)





Ministry of Transportation and Infrastructure

MANDATE

The Ministry of Transportation and Infrastructure plans transportation networks, provides transportation services and infrastructure, develops and implements transportation policies, and administers many related acts and regulations as well as federal-provincial funding programs, including the Building Canada Fund. The ministry opens up B.C. through innovative, forward-thinking transportation strategies that move people and goods safely, and fuel our provincial economy. Improvement of vital infrastructure is a key goal, along with enhancing the competitiveness of B.C.'s transportation industries, reducing transportation related greenhouse gas emissions and providing BC with a safe and reliable highway system.

In 2015, Emergency Management BC (EMBC) became part of the Ministry of Transportation and Infrastructure. EMBC is the Province's lead coordinating agency for all emergency management activities and provides leadership and management of emergencies and disasters at the provincial level including emergency management support.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Diversity is a key goal for the ministry as it works to maximize the strengths of the employees and reach out to further engage with citizens. The ministry recognizes and embraces the opportunities presented by the ongoing demographic shifts and pressures transforming the public service. The focus on diversity aligns with the corporate diversity strategy, *Reflecting our Communities*, and is emphasized within the annual ministry Workforce Plan.

The ministry continues to work with local governments and First Nations on multiple fronts and ***Building Partnerships with First Nations*** is a key strategic priority in BC on the Move: a 10-Year Transportation Plan.

The ministry's executive supports the Employee Advisory Forum (EAF), which is made up of approximately four dozen employees. The forum represents diversity not only in age, gender and culture, but also in the variety of positions, geographic locations, type of work and business units they represent. The EAF's mission is to improve the work environment. Diversity lenses are applied to EAF projects as they are developed and implemented.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Recognizing the value of a diverse workforce, the ministry is fortunate in attracting employees from many cultures, and strives to continue to attract, develop and retain a workforce that reflects and serves the diverse and numerous cultures of British Columbians. Developing talent that is reflective of our communities is critical to the success of the ministry delivering its mandate. Participating in initiatives such as the Aboriginal Youth Internship Program (AYIP) provides a mechanism to build on the diversity of our workforce. In 2015, the ministry supported an Aboriginal youth Intern to successfully complete her term within the Transportation Policy Branch, in which she was responsible for supporting critical ministry deliverables, including the BikeBC Program and the Highway 16 Transportation Action Plan. The ability to work with Aboriginal youth interns has been invaluable for all employees and partner groups. The ministry is continuing to pursue this partnership opportunity, with commitments to employ an Aboriginal youth intern annually.

The EIT/GIT (Engineer-in-Training) and TELP (Technician Entry-level) programs provide participants with early-career opportunities to experience the diversity of the ministry in a series of assignments leading towards a clear career path within the ministry in engineering and technical disciplines.

The ministry offers all employees training on fostering an inclusive and respectful workplace and actively supports and promotes diversity related learning opportunities provided by the Learning Centre, including utilizing the annual Learn @ Work Week to promote Fierce: The Multigenerational Advantage and Indigenous Perspectives on Conflict Resolution. The ministry also continues to deliver Standards of Conduct awareness sessions which highlight the importance of respectful workplaces including respect for people and their perspectives.

The Employee Advisory Forum produces a calendar that highlights days of significance to people of other cultures, such as Diwali, Eid, Ramadan and Navroz, which creates the opportunity for co-workers to celebrate the diversity of ministry's workforce.

Web/multimedia and internal communications provide information to all employees about the resources available to promote inclusiveness and diversity, including 22 diversity-focused intranet articles, 13 TranBC Twitter, Facebook and Blog posts, five Executive emails promoting multiculturalism and internal promotions of Canadian Multiculturalism Day and the Aboriginal Youth Internship Program.

HIGHLIGHTS OF INITIATIVES

The ministry recognizes the importance of embedding the principles of diversity in its policies, services and other business practices and conducts numerous public outreach activities in order to acquire diverse perspectives throughout our multicultural province.

The ministry continues successful practices to partner with First Nations to support economic development, including the following activities:

- The ministry has dedicated employees to consult with First Nations on highway corridors, including major capital, rehabilitation and projects that originate within the regions.
- The ministry continues to partner with the Williams Lake Band to assist in the development of an operational group from the Band capable of delivering construction services administered from within the Band on local frontage roads.
- The ministry has committed to focus on collaboration with First Nations for earlier involvement in the scope development and planning process for ministry projects. An example is the agreement with Cayoose Creek Indian Band to work collaboratively on the Highway 99 – Lillooet Station Bridge replacement.
- The Northern Region Senior First Nations Coordinator held the first of two workshops for staff on First Nations consultation and engagement.
- Northern Region staff keep in contact with local groups such as Prince George Nechako Aboriginal Employment and Training Association for recruitment of students, including hiring a summer Aboriginal student in 2015 and again in 2016.
- In addition, the Northern Region continues to implement measures within our construction contracts to ensure there are opportunities for First Nations participation

To strengthen relations and pursue future opportunities, there is significant First Nations involvement in many construction and highway projects undertaken by the ministry:

- The ministry has been meeting with Aboriginal groups regularly to discuss and receive input in the planning phase of the George Massey Tunnel Replacement Project on matters including the environment, design and safety. In June 2015, the ministry hosted a project information booth at the Musqueam Aboriginal Day celebration. In the third and fourth quarters of fiscal 2015/16, the ministry undertook pre-environmental assessment application consultation with 14 Aboriginal groups. The ministry will continue to seek First Nations' input as the project progresses.
- The ministry has been successful in actively engaging First Nations on work related

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(Stone) 83
Xeni Gwet'in
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Tl'esqox
(Toosey) 29
Tl'etinqox
(Anaham) 84
Tsi Del Del
(Redstone) 125

to several ministry projects. This includes opportunities in the area of environmental and archaeological services, clearing, grubbing and ditching work, invasive plant management services, traffic and control management, as well as assisting with the delivery of ministry projects.

- Project delivery continues on Highway 1 east of Kamloops, with up to 20 local First Nations members providing archaeological and cultural monitoring services for the Monte Creek to Pritchard Phase 2 and Pritchard to Hoffman's Bluff Phase 2 projects.
- The ministry hired two members of the Neskonlith First Nations to work on the field services crew for the Pritchard to Hoffman's Bluff Phase 2 project.
- Members of the Splatsin First Nation provided archaeological and cultural monitoring services for the Highway 1 at Malakwa Bridge project.
- First Nations are also providing archaeological and cultural monitoring services at numerous other construction projects around the province.

The ministry continues to communicate and provide information access to citizens through public engagement, language access, social media, consultation and other activities that embrace the multicultural and diverse nature of our province:

- Incorporating opportunities to learn about First Nations and Aboriginal people in ministry meetings:
  - Aboriginal Relations team attended a tour of T'sou-ke Nation's renewable energy initiative in their community in Sooke, including sharing a meal with community members.
  - Strategic leaders from the Highways Department attended an event with the Lheidli T'enneh First Nation at the Lheidli T'enneh Memorial Park in Prince George, as well as dinner at the Nusdeh Yoh Aboriginal Choice School with a number of community members.
  - Cultural workshop with the Adams Lake Indian Band, learning about some of Adams Lake's important cultural features.
- Southern Interior Region signed a Highway 1 corridor wide agreement executed on March 31, 2016 with Shuswap Indian Band, Neskonlith Indian Band, Little Shuswap Lake Indian Band, Adams Lake Indian Band, and Splatsin.

- Work with a number of First Nations throughout the Province for the resolution of road tenure issues.
- Place a priority on developing strong relationships with First Nations, based on respect and trust.
- Continue to find ways to facilitate employment and training opportunities for First Nations through ministry projects such as:
  - Sexqeltkemc te Secwepemc employment through Pritchard to Hoffman's Phase 2.
  - Secwepemc Parties - archaeological work for the Salmon Arm West 1st to 30th Project.
- Supporting First Nations as they move towards sectoral self-government though the First Nations Land Management regime:
  - Working closely with Cowichan Tribes to identify roads issues and to develop an approach to addressing these issues in the future.
- The ministry continues to provide signage, artwork and publications in multiple languages and representing multiple cultures, and uses internationally recognized symbols and graphics where it determines a need exists. The ministry partners with First Nations to illustrate and display this artwork and other pieces of cultural history to residents and visitors of this province.
- Through social media, the ministry encourages British Columbians to appreciate the contributions of First Nations to the province. In 2015/16, the ministry published five blog posts promoting First Nations partnerships with the province.
- The Office of the BC Container Trucking Commissioner publishes all bulletins, notices, orders, and other communications materials for trucking companies and drivers in both English and Punjabi. The complaint hotline also offers both English and Punjabi language resources to respond to complaints.
- All federally/provincially funded capital projects have French/English signage.
- *Gateway to Prosperity*, produced by the Pacific Gateway branch, is available on the Pacific Gateway website and the ministry's YouTube Channel in English, French, Cantonese, Mandarin, Korean and Japanese. [Link]
- Many Commercial Vehicle Safety and Enforcement team members can communicate with commercial truck drivers in a variety of languages.
- The Passenger Transportation Branch has been commended for their top customer service rating. This branch requires strong cultural-competency skills in order to work closely with associations and companies on licensing commercial passenger vehicles.
- The Evergreen Line Project has made information available on its project web site in Cantonese, Korean and Farsi.

Emergency Management BC (EMBC) continues to provide leadership, management and support to all British Columbians in a manner that is respectful to the various cultures that make up our province. EMBC works with local governments, First Nations, federal departments, industry, non-government organizations and volunteers with diverse backgrounds to support the emergency management phases of mitigation/prevention, preparedness, response and recovery as follows:

- EMBC supports local authorities' in the development of culturally appropriate emergency preparedness, response and recovery plans.
- EMBC established the Integrated Disaster Council of B.C., composed of disaster response agencies and multicultural groups.
- A Letter of Agreement with Indigenous and Northern Affairs Canada (INAC) confirms Provincial ministry support for First Nations communities, if support is required in emergency response and recovery operations in British Columbia.
- Many of the EMBC public safety materials are available in multiple languages, with more opportunities identified to be developed in the future.

- At the request of the RCMP, coroners or First Nations Communities, the Office of the Fire Commissioner has supported fire investigations for serious injury and fatality fire incidents.
- EMBC supports local fire departments through diverse public education and fire safety awareness initiatives.

On November 24, 2015, the Ministry of Transportation and Infrastructure and the First Nations Health Authority co-hosted a Northern Transportation Symposium in Smithers to engage with First Nations leadership, community members and local government representatives to help identify safe, practical and sustainable transportation options for communities along the Highway 16 corridor:

- Over 90 participants attended the forum, which was a big step forward in creating a safer environment for people living in communities along the nearly 800 kilometre stretch of highway from Prince Rupert to Prince George.
- The ideas, recommendations and feedback from the transportation symposium were used to develop the foundation of the $5-million action plan for the Highway 16 corridor.
- The five point action plan consists of:
    - Transit expansion
    - Community vehicle grant program
    - First Nations driver education program
    - Webcams and transit shelters
    - Collaboration to increase interconnectivity
- The $5-million Highway 16 Transportation Action Plan has been developed to improve safety along this 800 kilometre stretch of highway, in particular to provide better and safer transportation options for women and teenage girls.

British Columbia Assessment Authority

MANDATE

BC Assessment is a provincial Crown corporation, created in 1974 under the *Assessment Authority Act*, and governed by a board of directors. Its mandate is to establish and maintain an independent, uniform and efficient property assessment system throughout B.C. in accordance with the *Assessment Act*. BC Assessment produces annual assessment rolls at market value and issues annual notices to more than 1.9 million properties. The annual assessment roll provides the basis for local taxing authorities to raise over $7.2 billion in property taxes that fund a variety of essential community services.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Assessment's executive management committee supports multiculturalism initiatives and employment diversity at the operational level. The overall responsibility is within the office of the president and chief executive officer. The Communications and Government Relations Department is responsible for internal communications as well as the distribution of public information including publications, ethnic media relations, advertising and the public website. BC Assessment's Service Plan outlines the goals, strategies and performance measures for the organization.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BC Assessment has a diverse workforce of over 650 employees representing a variety of cultures and ethnic diversity, located in 16 offices across the province. BC Assessment was once again recognized in 2016 as one of British Columbia's Top Employers (previously recognized in 2014) and supports the delivery of over 1.9 million assessment notices to property owners in

January of each year with information about the assessment process.

BC Assessment's commitment to multiculturalism and diversity is promoted to all employees as part of internal communications and to the public as part of the annual Property Assessment Communications Campaign. BC Assessment's hiring practices support diversity in the workplace (e.g. age/culture/gender/experience).

HIGHLIGHTS OF INITIATIVES

» In 2015-16, BC Assessment provided assessment rolls and services on a contract basis to 74 First Nations in British Columbia that have the authority to establish independent real property taxation systems (and an additional 14 other First Nation jurisdictions). A formal customer satisfaction survey of this client group is undertaken every second year, with the next survey to occur in 2017.

» BC Assessment has an internal volunteer Language Skills Bank with 21 different languages reported located on its intranet site as a staff resource There languages spoken within the organization include Dutch, Cantonese, German, French, Mandarin, Russian, Punjabi, Spanish, Italian and Vietnamese. The purpose of the program is to connect employees who have language skills other than English to help customers with oral or written questions during peak business periods.

» BC Assessment staff are available, upon request, to make presentations about the property assessment process, and annual assessment roll, to ethnic media, local governments and community organizations to promote and publicize access to BC Assessment's services. B.C.'s ethnic media outlets are included on news release distribution lists and some BC Assessment spokespeople are trained to conduct interviews with select ethnic media outlets.

» BC Assessment translated radio and print ads for select Punjabi and Chinese media outlets in the Lower Mainland to raise awareness for the property assessment process and release of the 2016 Assessment Roll.

» BC Assessment often meets delegations from other countries and assessment jurisdictions to share information with a variety of multicultural partnerships.

British Columbia Council for International Education

The purpose of the British Columbia Council for International Education (BCCIE) is to promote International Education in and for the Province of British Columbia, enhance British Columbia's international reputation for education, and support the B.C. International Education Strategy (IE Strategy).

MANDATE

In 2015/16, government provided the following mandate direction to BCCIE:

- » Develop and undertake activities in support of government priorities for International Education and the Province's International Education Strategy, as jointly determined and agreed to by the Ministry of Advanced Education and BCCIE, and as outlined in the 2015/16 BCCIE Operational Plan; and,
- » Work collaboratively with the ministry to complete the inventory of partnership agreements between British Columbia and international institutions, and the tracking of study and work abroad initiatives, as directed through Core Review outcomes in April 2014.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The nature of the work at BCCIE is well aligned with the values of multiculturalism and encourages respect, tolerance and substantial knowledge of other cultures and creeds. BCCIE incorporates this into its hiring practices wherever possible and considers linguistic diversity when posting all positions. In addition, executive management at BCCIE supports staff to engage in cultural experiences at work. Professional development opportunities hosted through BCCIE support internationalization and global citizenry, two of BCCIE's core values.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BCCIE values diversity in the workplace and employees at BCCIE come from a variety of cultural backgrounds including Chinese (Hong Kong, Taiwan and the People's Republic of China), Brazilian, Venezuelan, Malaysian and various European cultures. In addition to the variety of cultures represented at BCCIE, numerous languages are spoken among the staff including Mandarin, Cantonese, Taiwanese, Japanese, Korean, Spanish, Indonesian, French, English and Portuguese.

Examples of internal diversity activities at BCCIE include Lunch and Learn sessions on topics relevant to the theme of multiculturalism as well as co-op placements for students to gain work experience. BCCIE supports employees to use a portion of their annual professional development funds for language study. BCCIE also partners with other organizations to advance multiculturalism in B.C. including the Ministry of Education to offer Study Abroad scholarships to students and teachers in B.C. in 2015.

CATION AND LABOUR MARKET DEVELOPMENT: BC AND VI
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HIGHLIGHTS OF INITIATIVES

The nature of BCCIE's work promotes internationalization with the aim of attracting students to B.C. to study and encouraging more students from B.C. to study in other countries and learn about other cultures. Since its work encourages and supports more international students to study in communities across all of B.C., many of its ongoing activities support advancing multiculturalism in this province.

The list below highlights some of BCCIE's regular activities during 2015/16 that support and advance multiculturalism:

» Enhanced the British Columbia Study Abroad Consortium – a virtual consortium of post-secondary study abroad providers designed to encourage more B.C. students to study in other countries and spur more and smaller institutions to become engaged in this activity. In 2015/16, BCCIE grew the membership in the consortium with additional institutions and offered six BCSA study abroad scholarships to B.C. students.

» Supported the B.C. government's IE Strategy, launched in May of 2012, worked to increase the number of international students who choose to study in B.C., and supported those international students to study in different communities across B.C.

» Partnered with the Ministry of Education to administer study abroad scholarships to China and Japan for students and teachers in B.C. and facilitated other study abroad opportunities for B.C. students and teachers.

» Acted as liaison with Foreign Consular Corps with regular outreach to consular corps in support of outreach to the communities they represent.

» Organized and hosted professional development events, conferences, and roundtables – many directly supportive of the goals of multiculturalism and advancing internationalization. Specifically, in 2015/16, BCCIE hosted two workshops on the topic of Intercultural Best Practices, fostering a greater understanding of how to communicate and interact with different cultures from around the world.

» Supported and participated in the India Arts Summer Festival, SFU Surrey Diwali Gala, and Canada Japan Society Events.

» Supported both incoming and outgoing international education delegations. In fiscal 2015/16, BCCIE led two outgoing delegations to Japan, two to Southeast Asia, one to China, one to Korea and one to Brazil. In addition, BCCIE hosted incoming delegations from China, Japan, Vietnam, Mexico, Peru, Columbia, Panama, Denmark and Brazil.

BC Games Society

MANDATE

The BC Games Society was established in 1977 by the provincial government under the Societies Act and is the leadership organization that guides the BC Winter and BC Summer Games and prepares Team BC for national multi-sport games. The society builds on the expertise and support of partners to create development opportunities for athletes, coaches, officials, volunteers and communities.

Its *Transfer of Knowledge* program provides community volunteers with extensive written and online resources for planning and delivering the BC Games. Staff resources are focussed on providing guidance and expertise to the key volunteers of the Host Societies, overseeing the hosting bid processes, securing additional revenue, and managing the travel logistics for BC Winter and BC Summer Games athletes, coaches and technical officials.

The society also has oversight of the Team BC program. Team BC is a select group of athletes, coaches and team leaders who represent British Columbia at Canada's premiere multi-sport events: the Canada Winter Games and Canada Summer Games.

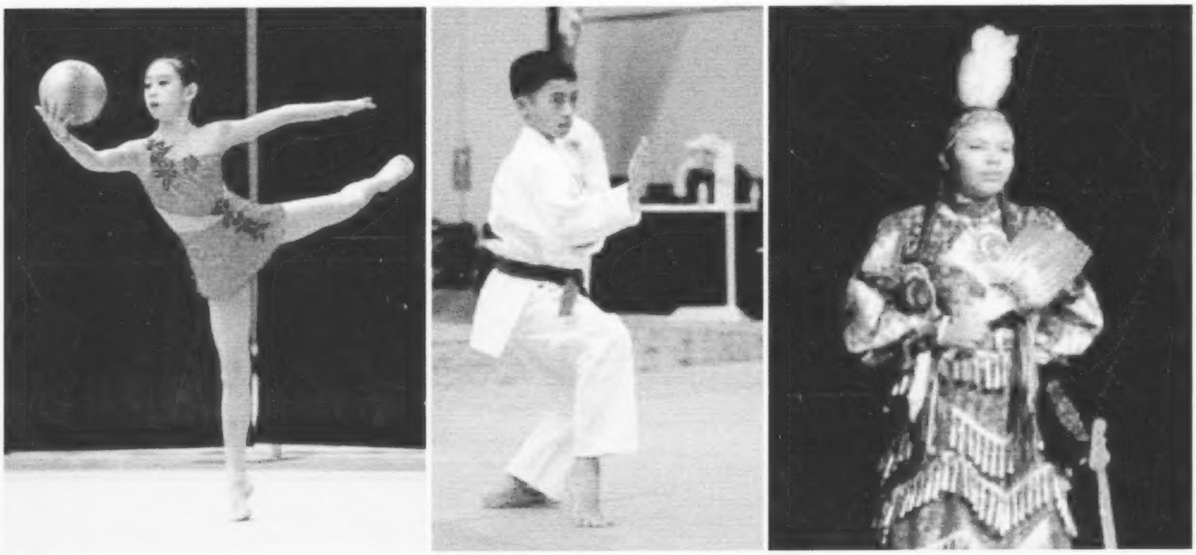
EXECUTIVE COMMITMENT TO MULTICULTURALISM

The BC Games Society continues to help others lead, using its vision and values as a guide. Recruiting all volunteers based on the fabric of the community is critical. Integrity, trust, and respect are the core of the society's game plan.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Staff cultural backgrounds include Estonian, Slovak, Austrian and Italian, providing for some sharing of backgrounds, foods at staff functions and holiday traditions, which allows for a greater understanding of each other. Further, staff has communications skills in French, Slovak, Czech, Polish, Russian, German, Estonian and Italian. Host community mayors and committees recruit their boards of directors and general volunteers to reflect the fabric of the community while host communities take great pride in highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, games' time entertainment and hospitality.

Further, the society continues its longstanding partnership with B.C.'s First Nations through a Memorandum of Understanding (MOU) with the Aboriginal Sport, Recreation and Physical Activity Partners Council.



HIGHLIGHTS OF INITIATIVES

- The Penticton Indian Band was represented at the board table in support of the planning and implementation of the Penticton 2016 BC Winter Games.
- The Penticton 2016 BC Winter Games also included several First Nations contributions through performances at the Torchlighting Ceremony as well as the opening and closing ceremonies.
- Statisically, 52 athletes, coaches and officials attending the Penticton 2016 Games self-declared through their registration as being of Aboriginal descent. This figure represents 3% of the Games particpants, an increase from the Mission 2014 BC Winter Games where 37 athletes, coaches, and officials declared their Aboriginal heritage.
- Through the society's annual mandate letter, it continues to collaborate with sport system partners to promote the growth of ethnic and aboriginal sport.
- Initial planning through an MOU with the Partners' Council will provide for mentoring opportunities as they relate to respective Team BC programs at the 2017 North American Indigenous Games and the 2017 Canada Summer Games.

BC Housing Management Commission

MANDATE

BC Housing is the provincial Crown agency that develops, manages and administers a range of subsidized housing options for British Columbians in greatest need. It oversees the residential builder licensing and home warranty insurance system in the province. With research and education initiatives, BC Housing also supports consumer protection for new home buyers and helps to bring about improvements to the quality of residential construction. BC Housing's mission is making a positive difference in people's lives and communities through safe, affordable and quality housing. Its vision is to serve as a trusted leader and partner in sustainable housing solutions for British Columbians. Its values are Forward-Thinking, Client-Focused, Empowerment and Responsibility.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Housing has had a multiculturalism policy in place since 1994, with many updates and renewals throughout the years, that formalizes its commitment to an environment that supports and advances multiculturalism in its workplace and in its initiatives and programs. All staff members are expected to respect multiculturalism in the workplace and in working with tenants, clients, partners and the public.

In 2013/14, BC Housing expanded on this commitment by adopting a Diversity & Inclusion Framework and Implementation Plan as part of its CEO-led People Strategy. As a key element of this commitment, the executive endorsed the following Diversity & Inclusion statement for the organization:

- BC Housing recognizes that a work environment that is truly diverse and inclusive draws upon and respects the unique characteristics, skills and experiences of all employees. We believe that by further increasing the wide array of perspectives resulting from diversity, our organization becomes more creative, flexible and productive.

» The agency recognizes that a diverse workforce, within an atmosphere of respect and inclusion, increases our service capacity and enables it to be more responsive, sensitive and helpful to its diverse stakeholders, individuals and communities with whom we work.

This commitment to multiculturalism is reflected not only in its policies, but also in the training and events provided to employees, the scope of client services offered in the community, and the partnerships built throughout the province. Fostering a respectful, supportive and inclusive culture, both internally and externally in the communities it serves, is integral to the organization's identity.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

EMPLOYEE DIVERSITY AND INCLUSION PROGRAM

BC Housing's Diversity & Inclusion Framework and Implementation Plan emerged from a consultative internal process, including employee focus groups, consultation with community agencies and research into best practices. The framework and implementation plan outlines specific goals that positively impact the workplace experience of employees, improve the ability to attract and retain diverse talent, and enhance the capabilities of employees in all interactions.

More specifically, the framework sets out the rationale for intentionally fostering diversity and inclusion in the organization, establishes definitions of both diversity and inclusion, and articulates BC Housing's commitment to nurturing and growing capacity in these areas.

The implementation plan sets out the practical processes and specific activities that provide employees with the tools and support required to integrate diversity and inclusion practices into work and daily interactions. These tools help identify and address barriers to diversity and inclusion within the organization, and assist in continuing to build a supportive, respectful and inclusive workforce as BC Housing becomes increasingly diverse.

The Diversity & Inclusion Framework and Implementation Plan focuses on three key areas:

» ***Attracting & Onboarding*** Champions forward-looking recruitment, onboarding, retention and advancement processes. This includes a review of these processes, training and support for hiring managers and the development of an Aboriginal recruitment, retention and advancement strategy.

» ***Engaging & Developing*** Focuses on skill development and capacity building, including foundational training sessions for employees such as respectful workplace and prevention of harassment training; workshops on building a culture of inclusion and more specific training opportunities such as sessions on working effectively with Aboriginal Peoples.

» ***Building the Culture*** Provides opportunities for both dialogue and celebration and includes activities such as an annual employee forum on diversity and inclusion and a long-standing annual multicultural celebration. This also includes Diversity & Inclusion Lenses, tools for people throughout the organization to use as a guide to inclusive business practices.

As a piece of the overarching People Strategy, the Diversity & Inclusion Framework and Implementation Plan expands on the commitment to providing a healthy, safe and inclusive workplace in which respect and diversity are recognized assets and affirms the commitment to building an organization that attracts and leverages diversity in staff, and strives for respect and inclusion throughout the workplace and in the communities BC Housing serves.

RESPECTFUL WORKPLACE TRAINING

This year, BC Housing met its goal of having 100% of the organization complete its mandatory respectful workplace training and new employees will now receive the training as they come on board. Called Working Together to Build Respectful Workplaces, this training is in-person, experiential training customized to the issues and situations most relevant to employees.

In the workshop, participants explore behaviours that create a cooperative, courteous, considerate work atmosphere – one that enables each person to do their best work and contribute to the success of the team. This includes reviewing BC Housing's Respectful Workplace Policy; understanding key principles of diversity, inclusion and multiculturalism; identifying respectful and disrespectful team behaviours; recognizing the impact of communication and behaviour on others; understanding roles in creating respectful workplaces free from discrimination, harassment, and bullying; and exploring skills for working together in a respectful way.

MULTICULTURAL CELEBRATION

BC Housing's Canadian Multiculturalism Day Celebration began humbly about 13 years ago with a small group of employees coming together to share some of the food and stories that represent their cultural heritage. Fast forward to today and this celebration, one of the most popular and anticipated employee engagement events, has grown to a multi-location celebration involving over 300 employees at all of the regional offices throughout the province. This initiative engages employees in learning about each other's cultural heritage, customs, languages and history. In addition to food, music and dancing representing many cultures, employees share their own perspectives and family stories.

This past June, the 12th and biggest celebration to date, had with over 200 employees attending. Celebration activities included:

- World music and dance performed by guests and by BC Housing employees
- Cuisine from around the world, as chosen by employees and identified as representative of their cultural ancestry
- New Canadians and first generation Canadians sharing their personal and family stories
- Learning about specific cultural celebrations as employees shared the festivals they celebrate
- Providing new employees and those who had not participated in previous years with red stickers to mark their ancestral homes on a large (over 10-foot) map of the world, building on the stickers placed previously. This impressive map, which permanently

hangs in a prominent spot in the home office, shows that as a group BC Housing employees have descended from Canada's First Nations, Australia, Austria, Bangladesh, Bulgaria, China, Cuba, Denmark, El Salvador, England, France, Germany, Greece, Guyana, Honduras, India, Ireland, Iran, Israel, Italy, Japan, Kazakhstan, Kenya, Mexico, Netherlands, Nicaragua, North Korea, Philippines, Poland, Portugal, Romania, Russia, Singapore, Spain, South Korea, Sweden, Taiwan, Ukraine, Vietnam and many more countries around the world.

In the works for the coming year celebration is a focus on Coming to Canada stories, with employees sharing their family stories of immigration and their experiences of living their culture and heritage within Canada.

SUPPORT FOR IMMIGRANTS AND REFUGEES

BC Housing services include housing and support for immigrants and refugees through its housing registry and rent subsidy programs. Additionally, it has been working with the Immigrant Services Society of BC on the build of a new facility called Welcome House, a regional services hub in Vancouver that will include both housing and support services for refugees in one location.

BC Housing employees also contributed personally to supporting Syrian refugees coming to Canada through the Community Connections community investment program. Through this program, employees made both monetary donations and donated clothing and household items via a number of community partners working to support refugees, including Mosaic, Immigrant Services Society, the Muslim Friendship Centre and the Canadian Red Cross.

FOCUS ON ABORIGINAL INDIVIDUALS AND FAMILIES

BC Housing is committed to supporting Aboriginal partners in the housing sector by exploring and increasing housing options to meet the needs of Aboriginal households, by working to increase the capacity of the housing sector to meet Aboriginal housing needs, and by supporting Aboriginal housing self-management.

While partnerships and programs exist specifically to support Aboriginal households, all programs across the housing continuum support Aboriginal individuals and families.

BC Housing has also been active in providing work skills training through the SkillsPlus program which helps build and prepare individuals for careers through development of carpentry, electrical and plumbing skills.

This year, BC Housing underwent an extensive review process with the Canadian Council of Aboriginal Business to renew its certification in Progressive Aboriginal Relations (PAR). The review included programming, partnerships, corporate functions such as policies and procurement, and employee engagements and programming. The organization was honoured not only to have the certification renewed but also to be awarded with Gold Level PAR Certification.

ABORIGINAL CAPACITY BUILDING

Partnerships with Aboriginal organizations over the past several years have been diverse, and include working closely with the Aboriginal Housing Management Association (AHMA). AHMA is responsible for the administration of subsidies and operating agreements of Aboriginal housing projects on behalf of the Province. BC Housing works with AHMA to ensure Aboriginal self-management of these projects. BC Housing has also completed an ownership and management transfer of rural native housing properties on Vancouver Island to an Aboriginal non-profit housing society in that region.

WOMEN'S TRANSITION HOUSING AND SUPPORTS

Through BC Housing's Women's Transition Housing and Supports Program, Aboriginal women are supported by the provincial network of safe homes, transition houses and second-stage housing which include resources operated by Aboriginal service organizations in several communities.

Based on a review conducted last year, BC Housing has implemented changes to better address the housing and support needs of women and children fleeing violence, including Aboriginal women and children.

BC Housing also supports three Aboriginal Affairs and Northern Development Canada safe homes in their provision of services to women.

NEW HOUSING

In a multi-year project, through the Aboriginal Housing Initiative, BC Housing is developing more than 200 new affordable housing units in eight communities across BC for Aboriginal people living off reserve.

This new housing creates safe, secure and culturally-appropriate housing for youth, women, elders and those who are struggling with addiction.

The units are funded with $50.9 million in one-time funding through the Off-Reserve Aboriginal Housing Trust, which was transferred from the Government of Canada to the Province. BC Housing is working in consultation with the Aboriginal Housing Management Association to administer this trust.

ABORIGINAL HOMELESS OUTREACH

BC Housing's Aboriginal Homeless Outreach Program provides urban and rural off-reserve Aboriginal people who are homeless or at risk of homelessness direct access to housing and other community resources in a culturally-sensitive manner.

At the core of the program is cultural awareness and sensitivity, respect for diversity and a spirit of flexibility in its approach to helping Aboriginal people and families who are homeless or at risk of homelessness to meet their goals of improved health, well-being and housing stability.

HIGHLIGHTS OF INITIATIVES

BC Housing's Diversity & Inclusion (D&I) programming has had an amazing year, adding new offerings, building a strong and committed Employee Resource Group and seeing D&I principles embraced throughout the organization.

- Created a CEO-led, executive-sponsored, D&I strategy supporting and positively impacting every part of the business
- Maintains an active, employee-led Diversity & Inclusion Committee comprised of all employee groups and regions
- Hired a new Aboriginal Relations Advisor who works out of the executive office and is available to advise and support all staff as well as working with external partners in the Aboriginal housing sector
- Provides mandatory Respect in the Workplace training for all staff
- Partners with community advocacy groups to provide Queer Competency LGBTQ training for awareness and understanding
- Honoured with Gold Certification in Progressive Aboriginal Relations (PAR) by the Canadian Council of Aboriginal Business
- Offers training and workshops on mental health, including recognizing signs of mental illness and addiction, intervention and support
- Participates in Safe Harbour Program in storefront, providing staff with training and protocols to support people in crisis
- Hosts employee-led Lunch and Learns on topics such as Black History Month, Diversity in Publishing, and Unconscious Bias
- Organizes multicultural celebrations complete with international food, music and dancing in every region of the province
- Hosted Pink Shirt Day anti-bullying initiative
- Hosted cultural celebrations including Persian New Year, Lunar New Year, Australia Day, Filipino Day, Christmas, Hanukah, Diwali and many more
- Rolled out new offerings of Working Effectively with Aboriginal Peoples workshops and reached milestone of 250 participants to date
- Grew D&I Employee Resource Group, increasing representation and increasing accountability through goal setting and strategic planning.

BC Hydro

MANDATE

BC Hydro is a provincial Crown corporation with a mandate to generate, purchase, distribute and sell electricity.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BC Hydro's approach to multiculturalism is integrated within a broader diversity strategy. Diversity at BC Hydro is understanding, recognizing and valuing the differences that make each person unique.

In 2007, the BC Hydro board and executive team approved a long-term goal to increase BC Hydro's representation of women, visible minorities, Aboriginal people and people with disabilities to the level of the B.C. workforce by 2017.

BC Hydro's method has been to establish a foundation of leading practices required to support an effective diversity and inclusion strategy, specifically:

- A sound business case for diversity and a clear definition of what diversity is at BC Hydro;
- A well-structured program detailing accountabilities, measurement, timetables and reporting;
- Aligned sourcing and recruitment strategies;
- Organizational support for leaders to build their understanding of how to manage diverse teams; and,
- Policies and governance that support equity and inclusion.

In 2016, BC Hydro CEO Jessica McDonald joined other leading organizations in signing the *Minerva Face of Leadership*™ pledge to support the advancement of women in our organization. As of the end of fiscal (March 2016), the following progress has been made toward achieving the diversity goal across the four designated diversity categories.

BC HYDRO DIVERSITY STATISTICS AS OF MARCH 31, 2016

Produced by BC Stats, Labour & Social Statistics Section, May 25, 2016

Diversity	**Q4/ F12**	**Q4/ F13**	**Q4/ F14**	**Q4/ F15**	**Q4/ F16**
Women	30.5%	30.5%	29.7%	29.5%	29.2%
Visible Minorities	17.9%	18.1%	18.5%	18.9%	19.4%
Aboriginal Peoples	2.5%	2.6%	2.5%	2.5%	2.7%
Persons with Disabilities	2.1%	1.9%	1.8%	1.7%	1.6%

Note: Data from BC Stats survey of new BC Hydro employees. Respondents that do not return their survey to BC Stats are assumed to not be from one of the four employment equity groups; therefore, the above data will be underestimated. Also, because the data is collected at the time of hire, it underestimates disabilities that may be acquired during the course of employment.

Management and administration have supported diversity and multiculturalism by following Respectful and Healthy Work Place Principles as follows:

- All individuals have equal access to employment and advancement opportunities, and are treated fairly and equitably. BC Hydro managers are held accountable for ensuring a harassment-free workplace.
- BC Hydro recognizes that accommodation may be required to comply with human rights legislation, and that the provision of accommodation is a shared responsibility between managers, unions and employees.
- Flexible work arrangements are considered in order to help employees balance commitments to work, family, community and lifestyle, and may be negotiated where all stakeholders (including customers, managers and employees) are positively affected by the changes.

The following mechanisms and processes were established to involve employees at all levels to promote diversity, including multiculturalism:

- BC Hydro maintains a diversity-focused role within human resources to manage diversity program governance, development and reporting.
- Employee and workplace policies articulate our commitment to a workplace that values diversity and is free of discrimination and harassment.
- All employees participate in mandatory Respectful Workplace training, and refresh their qualification every two years.
  - Program is augmented with regular enterprise-wide, scenario-based communication on respectful workplace issues and their resolution.
- Resources and tools have been developed to support diversity in the workplace, such as:
  - Quarterly diversity reporting, including differentials from labour market data
  - Diversity materials to support managers or human resource practitioners
  - Site C contractor training module on what diversity means at BC Hydro
  - Cultural literacy workshops available upon request
- BC Hydro also has multi-purpose quiet spaces for use by all employees at multiple locations for the purpose of reflection and faith-based practices on site.

EMBRACING MULTICULTURALISM IN WORKPLACE

- National Aboriginal Day celebrated at BC Hydro headquarters in Vancouver and Burnaby. Employees are encouraged to attend events to celebrate the contribution Aboriginal people have made to Canada. Events included First Nations artisan vendors, singers, drummers and dance troupes.
- BC Hydro provides financial and development support to the Hydro Employees' Multicultural Society and the Hydro Aboriginal Employee Network. These employee resource groups celebrate and promote multiculturalism and inclusion through employee events during Multiculturalism Week, participation in National Aboriginal Day and other cultural and religious holidays.
- In 2015/2016, employee members of the Hydro Employees' Multicultural Society partnered with the Immigrant Employment Council of B.C. in their program called MentorConnect. It is a program that provides a bridge between new Canadians looking for work in B.C. and employers that need their skills. The program matches job-ready immigrants with established professionals in occupation-specific mentoring relationships. New Canadians benefit by gaining industry-specific information, an expanded network, and an understanding of Canadian business practices and workplace cultures.

HIGHLIGHTS OF INITIATIVES

- In 2015, BC Hydro's Aboriginal Education and Employment Strategy was expanded to include Aboriginal Business Development. A specialized team was created dedicated to providing additional support to communities highly impacted by BC Hydro's infrastructure and its capital plan.
- In 2015/2016, BC Hydro was assessed by the Canadian Council for Aboriginal Business and awarded Progressive Aboriginal Relations (PAR) Gold for the second time.
  - PAR is a certification program that confirms corporate performance in Aboriginal relations at the Bronze, Silver or Gold level. Certified companies promote their level with a PAR logo signaling to communities that they are good business partners, great places to work, and committed to prosperity in Aboriginal communities.
  - PAR certification provides a high level of assurance to communities because

the designation is supported by an independent, third-party verification of company reports. The final company level is determined by a jury comprised of Aboriginal business people. Since the program's introduction in 2001, PAR remains the premier corporate social-responsibility program with an emphasis on Aboriginal relations.

- In 2015/2016, the BC Hydro Youth Hires Program, which is an entry level job-shadow program, provided 20 opportunities for Aboriginal youth and young women considering the trades with an opportunity to work with BC Hydro crews.
- In 2015/2016, BC Hydro received recognition from Mediacorp as one of the "Top Diversity Employers" in Canada, as well as one of "BC's Top Employers" and "Best Employer for Young People".
- In 2015/2016, volunteers from BC Hydro supported the engineering regulatory body, the Association of Professional Engineers and Geoscientists of British Columbia, as assessors of credentials and applications of internationally-trained professionals for the purpose of providing provisional, entry-level membership to the association.
- Since 2013, BC Hydro has sourced and relocated approximately 100 internationally-trained employees from the United States, Jamaica, the United Kingdom, New Zealand, Australia, Italy and Egypt.
-

BC Immigrant Investment Fund Ltd. / B.C. Renaissance Capital Fund Ltd.

MANDATE

The BC Immigrant Investment Fund (BCIIF) is a Crown corporation, wholly-owned by the Province of British Columbia. BCIIF is responsible for managing BC's allocation of funds committed by new immigrants to Canada under the federal Immigrant Investor Program (IIP). These funds are managed for investment in economic development, job creation, and ultimately to repay the federal government. In addition to infrastructure and money market investments, BCIIF's wholly-owned subsidiary, the B.C. Renaissance Capital Fund (BCRCF), has committed $90.2 million to venture capital investments in four key technology sectors: digital media, information technology, life sciences, and clean technology. The purpose of these investments is to generate financial returns and to encourage the development of successful venture capital managers, attract new investment capital, and develop promising, innovative technology companies in BC.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCIIF's management team and board of directors seek opportunities to support diversity and multiculturalism throughout all areas of corporate planning and operations. With a public sector lending portfolio, BCIIF responds to the diverse needs of British Columbians. The corporation also supports opportunities to showcase British Columbia's multicultural workforce and to attract new international talent to BC through investment in venture capital across British Columbia.

HIGHLIGHTS OF INITIATIVES

BCIIF integrates diversity into its corporate culture by fostering a work environment that encourages and respects individual and cultural differences. Specific examples of the corporation's commitment to diversity include:

» BCIIF is committed to hiring based on skills and competencies, while also ensuring that its employees and board of directors reflect the diversity of the province. As evidence of this, the management team and board of directors are comprised of a group of professionals reflective of B.C.'s cultural diversity.

» Advertising, promotional materials, and public reporting documents incorporate inclusive language and images.

British Columbia Innovation Council

MANDATE

British Columbia Innovation Council (BCIC) encourages the development and application of advanced or innovative technologies to meet the needs of industry in BC. The Crown agency of the Province accelerates technology commercialization and adoption by working closely with industry, government and tech entrepreneurs. With partners, BCIC delivers programs and initiatives that promote company growth, resulting in jobs, increased revenue and economic development in BC.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCIC plays a leadership role in furthering technology innovation in all regions of British Columbia through the delivery of programs to entrepreneurs, researchers and academics of all ethnicities, cultures and orientation. BCIC's partners in industry and academia uphold the same principles – that everyone, regardless of gender, sexual orientation, ethnicity, colour, religion or ability, has the right to participate in BCIC-supported education and entrepreneurial training programs that benefit their startup companies.

BCIC seeks to embody equality through its employment and operational practices to ensure that no one is denied opportunity for reasons unrelated to ability.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

BCIC management supports and respects multiculturalism in the workplace. Recruitment and hiring is based on the qualifications, skills and training of all candidates. Its team reflects BC's diverse multicultural population; a wide range of cultural origins can be seen around the BCIC office. Members of the team were born in every continent except for Antarctica and Australia. BCIC team members are proficient in 15 languages: in addition to English. Those languages are Bengali, Bosnian, Cantonese, Croatian, French, German, Hindi, Mandarin, Polish, Russian, Serbian, Spanish, Thai and Ukrainian.

BCIC is commited to creating fun and engaging activies and events that are inclusive of all staff. Included among these are opportunities that showcase different cultures. BCIC staff is also encouraged to initiate opportunities for all staff to give back to the community and benefit others of varying economic, social and cultural backgrounds.

HIGHLIGHTS OF THE INITIATIVES

- BCIC regularly hosts international delegations seeking information about British Columbia's approach to accelerating technology commercialization. In 2015/16, delegations came from Argentina, Brazil, Chile, China, Colombia, France, Isreal, Korea, Latin America, Mexico and Poland.
- BCIC was a co-host of the #BCTECH Summit on January 18-19, 2016. The event garnered high levels of media coverage, and BCIC ensured a multicultural media landscape. In addition to English language reporting, French, Punjabi and Cantonese reporters attended and covered the event, providing outreach to those communities.
- BCIC's director of programs delivered a keynote speech at the 2015 Mexi-Can Forum. The forum focused on contributing to innovation, education and entrepreneurship in Canada and Mexico.
- BCIC's Dawn Wood presented to the Mexi-Can Forum in September 2015.
- BCIC provides financial support to 14 organizations in the BC Acceleration Network that deliver the Venture Acceleration Program to entrepreneurs throughout B.C. Each of these organizations works closely with entrepreneurs of all ethnic backgrounds and cultures in their respective communities.
- For example, Sewllkwe Tracking Solutions of Kamloops provides reliable facility management systems incorporating online water data tracking to First Nations communities. OneFeather, based on Vancouver Island, offers a mobile app that gives First Nation citizens a platform to communicate and interact. Capabilities include a mobile voting technology used for elections and referenda.
- BCIC is the administrator of the Leading Edge Endowment Fund (LEEF), launched in April 2002 to encourage social and economic development in BC. Using a cost-sharing partnership with the private sector, LEEF helped to establish Leadership Research Chairs at public post-secondary institutions across the province in the areas of medical, social, environmental and technological research. The fund also established Regional Innovation Chairs to create opportunities in communities through BC's colleges, universities and institutes.
- LEEF ceased operations in December 2012. BCIC continues to manage the administration of the program, including chairs leading research in the following areas: Aboriginal environmental health, cultures and ecosystems at risk, Canada-India business & economic development and Aboriginal early childhood development (two chairs).
- BCIC provided funding to the Science Fair Foundation BC to administer the Young Innovator Scholarships programs in 2015/16. The Young Innovator Scholarships are awarded to Grade 11 and 12 student winners of their school science fair, regional science fairs or school idea mash-up event. They are intended to support post-secondary education and future careers in science, technology and business entrepreneurship.
- BCIC team members organized several activities that promoted multiculturalism. These all-staff events allow team members to celebrate different cultures and staff often celebrates with culturally inspired snacks and luncheons. Also, a staff planning event in March 2016 included a historical tour of Stanley Park that focused largely on its First Nations heritage.

B.C. Liquor Distribution Branch

MANDATE

Under the authority of the Liquor Distribution Act and in accordance with the Importation of Intoxicating Liquors Act (Canada), the BC Liquor Distribution Branch (LDB) has the "sole right to purchase both in and out of British Columbia, liquor for resale and reuse in British Columbia."

The LDB is responsible for the importation, distribution, wholesaling and retailing of beverage alcohol across the province through:

- 198 BC Liquor Stores (government-managed and -operated liquor stores);
- Two Distribution Centres;
- Two Wholesale Centres; and
- Head Office.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

With stores located in urban and rural communities throughout British Columbia, the LDB is in a unique position to demonstrate its commitment to multiculturalism to millions of customers who visit its stores each year.

At the LDB, responsibility for equity, diversity and multiculturalism is shared between the executive members. These executive-level roles are responsible for ensuring that multiculturalism is reflected in their operational areas.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Multiculturalism is reflected in all operational areas, from Retail Services' numerous in-store multicultural celebrations, events and promotions to human resources' recruitment, hiring, outreach and training programs.

Equity, diversity and multiculturalism are reflected in our employee recruitment materials (Jump Into a Career and Step Into a Career), which feature LDB employees who reflect British Columbia's cultural diversity. In some locations – including Richmond and West Vancouver – employees who are multilingual are recruited in order to serve customers more effectively.

The LDB's Respect Matters initiative is designed to further build our respectful workplace. Launched in 2010, Respect Matters reiterates and reinforces that discrimination; harassment, and bullying are not tolerated in our workplace. Focused sessions for employees and managers/supervisors reinforce the LDB's long-term goal to be a safe and welcoming workplace for everyone who enters our doors. To date, 3,887 employees have participated in the Respect Matters training.

HIGHLIGHTS OF INITIATIVES

VALUING DIVERSITY

Valuing diversity is woven into the LDB's culture – from BC Liquor Stores to head office and the distribution centres – and our employees reflect this diversity.

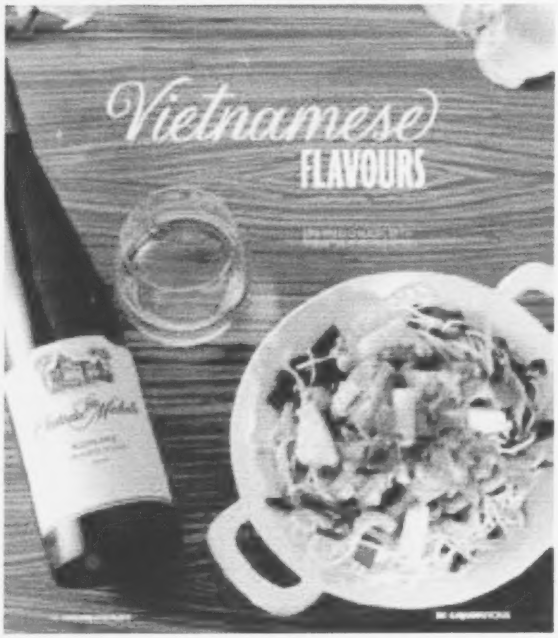
In select BC Liquor Stores, cultural celebrations and holidays such as Chinese New Year and Diwali are recognized. In addition to recognition of these cultural events, the LDB ensures a wide product selection is available to meet the cultural needs of customers throughout the year.

The rich diversity of employees is even reflected through the cafeteria's inclusion of international cuisine in its menus, which serve hundreds of LDB employees daily. Dietary restrictions are also considered. These actions demonstrate the LDB's sensitivity to, and inclusiveness of, various personal, religious and cultural requirements.

Diversity is further incorporated in fundraising efforts. Each year, the LDB's Support Dry Grad Campaign accepts applications from public school districts as well as independent and private (First Nation, religious and other) schools throughout British Columbia. In 2016, 55 public school districts and 43 independent schools participated.

OLÉ!
Latin Flavours

HAPPY
NEW
YEAR
2016



CUSTOMER AWARENESS

BC Liquor Stores select beverage alcohol products from over 100 international suppliers to ensure product selection in stores meets the diverse beverage alcohol needs of British Columbia's multicultural population. This translates into BC Liquor Stores maintaining an extensive global product inventory.

Throughout the year, BC Liquor Stores host numerous multicultural food and wine pairing events for customers and support various cultural celebrations with in-store signage, website, displays and special events including, but not limited to, Diwali and Hanukkah.

TASTE magazine – the LDB's complimentary in-store magazine – raises multicultural awareness by including food and beverage alcohol pairings, recipes and features to interest British Columbia's diverse multicultural population. In 2015/16, for example, TASTE featured articles on the beverage alcohol and cuisine of France, Italy, Vietnam, Chile, Portugal and the UK among others. TASTE magazine is available in all of the LDB's 198 BC Liquor Stores throughout British Columbia and has approximately 400,000 readers per issue.

BC Liquor Stores showcase multiple supplier product displays featuring beverage alcohol from Australia, Chile, Germany and France.

British Columbia Lottery Corporation

MANDATE

British Columbia Lottery Corporation (BCLC) operates under the provincial Gaming Control Act (2002) and within the legislative, regulatory and policy framework established by the Province. BCLC offers exceptional gambling entertainment through:

- National and provincial lotteries
- Casino gambling
- Online gambling
- Commercial bingo

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCLC's values of social responsibility, integrity and respect are embodied in its Standards of Ethical Business Conduct, Social Responsibility (SR) Charter and corporate policies. Its executive team stands by these values by promoting a fair, open, respectful and progressive workplace and business. In fact, 59% of BCLC senior managers are female – a testament to its success in creating an equal playing field for all employees.

BCLC's executive team's commitment to a fair, open, respectful and progressive workplace is reflected in all areas of its business. This includes a recruitment process committed to respecting human rights, and upholding the Canadian Human Rights Act.

BCLC's policy is to hire the best candidate for a role, and the organization does not express a limitation, specification or preference on things such as the race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation or a conviction of a criminal or summary conviction offence that is unrelated to the employment or intended employment of a candidate.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

BCLC applies its values of social responsibility, integrity and respect to all facets of its business whether it is with employees, customers or the communities in which it operates. In addition to these core values, BCLC's Social Responsibility (SR) Charter formalizes its commitment to support British Columbia communities and to make BCLC a great place to work through respect, empowerment and teamwork. Recognizing the makeup of the province it serves, BCLC operates with the fundamental understanding that its market and customers, including service providers and retailers, are multicultural and diverse.

BCLC's cultural drivers of trust, collaboration, customer focus and embracing change play a vital role in fostering respect, empowerment and teamwork to make BCLC a great place to work. As such, BCLC has a comprehensive corporate policy addressing harassment, and all BCLC employees are required to take annual Respectful Workplace Matters training. BCLC is committed to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin. This commitment is reflected in its Standards of Ethical Business Conduct, which is reviewed and signed off each year by all employees.

BCLC's corporate value of respect extends beyond the boundaries of the BCLC workplace. The organization firmly believes in valuing and respecting its customers, service providers and retailers. One way it does this is by understanding the multicultural diversity of its market, customers, service providers and staff.

BCLC is committed to responsible gambling programs and research. Part of that commitment means creating accessible information about responsible gambling in different languages to serve B.C.'s diverse population. BCLC provides its responsible gambling information brochures and materials to players in English, Chinese, Punjabi, Vietnamese, Korean, Tagalog and French at GameSense Info Centres within casinos and community gaming centres across the province.

BCLC players can also access responsible gambling information through interpreters in Lower Mainland facilities. In addition, the BCLC Customer Support Centre is able to access translation services when assisting players and lottery retailers who have English as a second language.

HIGHLIGHTS OF INITIATIVES

» BCLC has several ongoing internal and external initiatives to support diversity and multiculturalism. It has established mandatory annual respectful workplace training for leaders and employees in order to ensure all employees are aware of what is considered harassment and what they can do if they experience or witness workplace harassment. BCLC has a zero tolerenace policy for harassment and continues to be committed in ensuring all employees work in a respectful environment that is free from harassment.

» BCLC provides responsible gambling information brochures and materials to players in seven languages, including English, French, Punjabi, Chinese, Vietnamese, Korean and Tagalog. Players can also access responsible gambling information through interpreters in Lower Mainland facilities.

» Furthermore, BCLC lottery retailer certification paper exams are provided in English, Korean and Chinese. The Customer Support Centre is able to access translation services when assisting players and lottery retailers who have English as a second language.

» In 2015, BCLC's CEO, Jim Lightbody, signed the Minerva Foundation's pledge to support gender diversity in the workplace. In 2016, BCLC launched a group called AIM which stands for Acts of Kindess, Inspire and Mentor. The group encourages diversity by supporting the success of women at BCLC. BCLC is also currently developing a Diversity and Inclusion Strategy to bring greater awareness to these matters and support leaders in their hiring decisions.

BC Oil and Gas Commission

MANDATE

The mandate and purposes of the BC Oil and Gas Commission is to regulate oil and gas activities in British Columbia in a manner that provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well-being; conserves petroleum and natural gas resources; ensures safe and efficient practices; and assists owners of petroleum and natural gas resources to participate equitably in the production of shared pools of petroleum and natural gas. As well, the commission provides effective and efficient processes for the review of applications for permits and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects; encourages the participation of First Nations and aboriginal peoples in processes affecting them; participates in planning processes; and undertakes programs of education and communication in order to advance safe and efficient practices and the other purposes of the commission.

MISSION

The commission regulates oil and gas activities for the benefit of British Columbians. This is achieved by:

» Protecting public safety,

» Respecting those affected by oil and gas activities,

» Conserving the environment, and

» Supporting resource development.

Through the active engagement of its stakeholders and partners, it provides fair and timely decisions within its regulatory framework.

It supports opportunities for employee growth, recognizes individual and group contributions, demonstrates accountability at all levels, and has practices that instill pride and confidence in the organization.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The commission's executive and management is committed to enhancing a culture of inclusiveness and diversity. The commission continues to build a workplace where ethnicity, gender, social, experiential, cultural, life stage and thinking styles are all valued and respected. The commission's formalized values include "respectful", which supports respect for all staff, stakeholders and First Nations. Embracing differences while recognizing diverse needs allows the commission to attract and retain talent from diverse segments of the workforce and strengthen the organization. The commission's executive and management supported diversity and multiculturalism in 2015/16 through continued focus on its workforce plan. This includes engagement and diversity initiatives as well as developing new measures to enhance engagement with First Nations to ensure it is respecting those affected by oil and gas activities.

The intended outcomes of the executive's commitment to diversity and inclusiveness are:

- Service delivery that is reflective of the partnerships and BC communities the commission serves.
- A work environment that respects individuals and their unique perspectives and engages its employees.
- Maximizing innovation and creativity by leveraging diversity and inclusiveness in the commission's culture.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The commission conducted a Diversity and Inclusiveness Survey in 2015 and the survey showed that while 92% of commission employees speak English most frequently at home, there is a diverse range of other languages most frequently spoken at home by the other 8% including: Punjabi, Cantonese, Korean, Tagalog, Farsi/Dari/Other Persian, Urdu, Hindi, Arabic, Burmese, Nepalese and American Sign Language. The survey indicated that 5% of employees identify as aboriginal (First Nations, Metis or Inuit) and 15% of employees identify as a visible minority. The survey also found that at least 16% of the organization emigrated from one of 15 countries other than Canada.

To recognize the diverse cultures represented in its workforce, the commission held a potluck lunch in both its Victoria and Fort St. John offices to celebrate Multiculturalism Day in June 2015 and will continue this tradition in 2016. National Aboriginal Day also falls in June and last year commission employees attended a First Nations event to celebrate Treaty Days with Prophet River First Nation in northeast B.C. The commission also provides training to its employees on how to work effectively with diverse personalities.

HIGHLIGHTS OF INITIATIVES

Externally, the commission has continued to focus on building relationships with First Nations in BC and to guide these efforts, it developed a First Nations Engagement Strategy in 2014/15. In 2015/16, a total of 3,810 consultations were completed with First Nations for 3,547 applications. This measure is tracked and will be reported in the commission's 2015/16 Annual Report. The number of First Nations engaged by the commission has increased significantly over the past few years reflecting the commission's increased focus on, and commitment to, building and maintaining its relationships with First Nations in BC.

Throughout 2015/16, the commission was represented at a number of international forums. In October 2015 there was an extensive tour throughout Asia including a Beijing/Bintulu LNG facility visit, the Japan Oil, Gas and Metals National Corportation (JOGMEC) Techno Forum and the Premier's China Mission. On the same tour, the commission was involved in meetings in Kuala Lumpur, Bintulu and Tokyo. Closer to home, in April 2015 the commission was represented at CERAWeek, the premier annual international gathering of energy industry leaders, experts, government officials and policymakers, leaders from the technology, financial, and industrial communities – and energy technology innovators, in Houston, Texas as well as the North America Working Group in Dallas, Texas and the Interstate

Oil and Gas Compact Commission (IOGCC) annual meeting in Oklahoma City in September 2015.

In 2015 the commission hosted Japanese delegates on two separate occasions, presenting to them and touring them around industry sites. In addition, in recent years, the commission has assisted, received and visited national and international jurisdictions who wanted to learn how a single-window regulatory model can work. This includes ministers and other government and regulatory officials from Alberta, the Yukon, Quebec, New Brunswick, European Union, New Zealand, Columbia, Poland, China, Mexico, Turkey, Germany, Brazil and Algeria.

Internally, the commission has supported ongoing initiatives through its recognition of staff diversity at the annual Multicultural Day potluck event. In addition, the commission continues to focus on staff engagement, maintaining a respectful workplace and encouraging an organizational culture of diversity and inclusiveness for all staff. A connections event for new staff is held quarterly and features Respectful Workplace Training. The commission also has a Student Employment Program attracting young and diverse talent to bring differing perspectives to the organization. The commission will continue to celebrate multiculturalism and diversity through these formalized programs and informal events throughout the year.

BC Pavilion Corporation (PavCo)

MANDATE

PavCo's mandate is: To generate economic and community benefit for the people of British Columbia through prudent management of public facilities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

A Workplace Diversity policy was created by employees and approved by the Corporation's Executive in 1997. PavCo continues to reinforce this commitment to its core values of respect, fairness, integrity, and cross-cultural understanding in a safe working environment free from any form of harassment or discrimination.

KEY POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

The multicultural nature of the Corporation's business, clients and staff is highly valued and discrimination among its workforce or clients is not tolerated. Ongoing support is provided to enhance and integrate multicultural sensitivity within the organization. All advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from visible minority groups. Qualification requirements are explained in generic language in order to ensure fairness and equitability when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves while providing equal access to hiring, advancement and training opportunities. The culturally diverse workforce represents a variety of backgrounds, including Chinese, East Indian, Filipino, Iranian, Iraqi, Mexican, Nigerian, South American, Japanese, Serbo-Croatian, and Taiwanese. Front-line and service desk staff are multilingual and provide an opportunity for visitors, guests or clients to identify and take advantage of interpretative services. Resource lists are also available detailing languages spoken by staff.

PavCo offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in several languages. Qualified counsellors are also available to assist in a variety of languages, including English, French, Dutch, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

HIGHLIGHTS OF INITIATIVES

During 2015/16, PavCo maintained a diverse staffing level of approximately 640 employees at BC Place and 96 at the Vancouver Convention Centre. Corporate and supplier staff at both facilities represent the diverse Canadian society and communities that PavCo serves. Entry-level customer service positions typically require fluency in English, with additional language(s) as a definite asset.

In order to attract qualified candidates from diverse backgrounds, recruitment advertisements all contain information about PavCo's commitment to diversity in the workplace. The organization continues to recruit from a wide variety of sources, including: a number of colleges, job boards and social networks, where there is a high representation of multicultural and diverse individuals.

The Vancouver Convention Centre continues its focus on Service Excellence. All departments conduct daily 'line-up' meetings that focus on the Convention Centre's service philosophy and employee values. All full-time and regular part-time employees of the Convention Centre, as well as official and exclusive suppliers, attend a Service Excellence training session. This includes a component focusing on respect, one of PavCo's core organizational values. During 2015/16, staff numbers remained stable and the majority of new staff members continue to come from diversified backgrounds. The Vancouver Convention Centre continues to maintain a list of second languages spoken by members of staff, and currently there are 23 different languages spoken.

BC Place continues to focus on creating amazing guest experiences. Workplace diversity and multiculturalism practices play an important role in supporting that goal. During 2015/16, all new employees participated in a Respectful Workplace seminar which emphasizes mutual respect, mutual responsibility and communication skills. All new employees also participate in orientation, which includes an emphasis on organizational values: service excellence, accountability, innovation, building trust, respect and teamwork. The Human Resources team is well attuned to diversity and multicultural sensitivity, and is able to assist employees and managers with respect to BC Place's commitments and obligations in employment equity and human rights.

In addition to supporting diversity and multiculturalism, BC Place and the Vancouver Convention Centre strive to reduce barriers to access, and to strengthen inclusivity at the venues. At BC Place, the restroom facilities are designated as Female, Male, Family or Gender Neutral. Furthermore, BC Place has implemented a Gender Neutral policy to help in educating staff in this regard.

At the Vancouver Convention Centre, guests are welcome to use the restroom for the gender with which they identify or can use a private family restrooms which are available for use as gender neutral facilities. Currently, as part of their Service Excellence training that all staff undertake, the Centre highlights inclusivity, accessibility and diversity. The Centre is currently reviewing the signage designations of the restroom facilities throughout the buildings and in addition, staff are introducing specific sensitivity training and a Gender Neutral policy.

PavCo encourages multicultural events at its facilities and hosts events from around the world. During 2015/16, events included:

- The 18th Convention of Teochew Int'l Federation
- Miss Chinese Vancouver
- Fairchild All-Star Charity Gala
- Aboriginal Days Celebration
- National Day of the Republic of China Reception
- Eid Al-Adha Prayers
- The FIFA Women's World Cup Canada 2015 – 24 nations competing
- Canada Sevens 2016 – 16 nations competing
- BC Place Roof Lighting – Italian Heritage Day
- BC Place Roof and Vancouver Convention Centre LED Lighting – St. Patrick's Day
- BC Place Roof and Vancouver Convention Centre LED Lighting – Canada Day
- BC Place Roof Lighting – Chinese New Year

British Columbia Securities Commission

MANDATE

The British Columbia Securities Commission (BCSC) is the independent provincial government agency responsible for administering and enforcing the provincial Securities Act. The mission of the Commission is to protect and promote the public interest by fostering:

- a securities market that is fair and efficient and warrants public confidence; and
- a dynamic and competitive securities industry that provides investment opportunities and access to capital.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

BCSC is an employment equity employer that welcomes and values diversity in the workplace. Human resources staff are trained in discrimination and harassment prevention, investigating and resolving harassment issues and how to reduce interposal conflict among employees of all backgrounds.

BCSC has a discrimination, bullying and harassment prevention policy and provides relevant training to all employees on an on-going basis.

Publications and multi-media presentations are translated into Chinese and Punjabi to provide information to community based groups on fraud and inappropriate investing.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

BCSC has a multitude of racial, religious and cultural backgrounds and are open to cultural pluralism. More than 40% of BCSC employees are from visible minorities.

BCSC employees can take personal days for observing religious holidays of their faith to a maximum of two days. Among its employees there are 25 different languages spoken, including Afrikaans, Austrian, Cantonese, Czechoslovakian, Dutch, Fijian, French, German, Greek, Hindi, Italian, Japanese, Mandarin, Polish, Portuguese, Punjabi, Russian, Serbo-Croatian, Shanghainese, Spanish, Swahili, Tagalog, Tamil, Turkish and Ukrainian. Every year, members of the social committee organize international food events. This year, staff celebrated Vaisakhi, a harvest festival in the Punjabi community. The event included lunch and a slideshow. Employees also celebrated Chinese New Year with a dim sum lunch.

HIGHLIGHTS OF INITIATIVES

» In fiscal 2016, the BCSC launched a Smarter Investor campaign with a national study that examined the client-advisor relationship and introduced how personality plays a part in affecting Canadians' investment decisions.

» The BCSC also continued its work to educate British Columbians about the dangers of investment fraud through its communications and social marketing campaigns.

» For ethnic communities, the BCSC's InvestRight website provides information, resources and tools about investing and fraud awareness and prevention in languages for the South Asian and Chinese communities. The InvestRight outreach program provides investor education seminars and online and printed resources in languages for those from the South Asian, Chinese and Korean communities.

» Throughout the year, BCSC staff presented seminars to various ethnic groups to promote and raise awareness about the BCSC and its investor education program. Importantly, staff provided information on how people can recognize, reject and report investment fraud when they see it in their communities.

BC Transit

MANDATE

BC Transit is the provincial Crown corporation charged with coordinating the delivery of public transportation throughout British Columbia other than the Greater Vancouver Regional District. BC Transit serves more than 1.75 million people in BC, providing transit services to 130 communities in collaboration with 59 local government partners including the Victoria Regional Transit Commission. BC Transit's mandate includes planning, funding, marketing, managing fleet and contracting for the operations of transit services. According to the British Columbia Transit Act (Section 3.1), BC Transit is to: "plan, acquire, construct or cause to be constructed public passenger transportation systems and rail systems that support regional growth strategies, official community plans, and the economic development of transit service areas" [and] "to provide for the maintenance and operation of those systems."

EXECUTIVE COMMITMENT TO MULTICULTURALISM

As a public transportation service, BC Transit supports diversity and multiculturalism with its business employees, partners and customers. With integrity as one of BC Transit's six core values, the agency is committed to conducting ourselves honestly and respectfully.

To uphold its commitment to multiculturalism, BC Transit has done the following:

» BC Transit has a policy to support diversity and multiculturalism through the application of recruitment and selection processes and procedures that are non-discriminatory, fair and provide equal employment opportunities.

» Anti-Harassment/Respectful Workplace training was conducted in 2015/16 for approximately 350 unionized employees as part of the Unifor Collective Agreement. The training was held to promote the well-being of BC Transit employees by identifying and preventing bullying, harassment and discrimination while maintaining a respectful workplace.

- Diversity is within BC Transit's Code of Conduct where it states the corporation will not discriminate in its recruitment selection or development and promotion of employees in relation to the BC Human Rights Code. All new employees are required to sign a BC Transit Code of Conduct as a condition of employment.
- All three of BC Transit's collective agreements (MoveUp Local 378, CUPE Local 4500 and Unifor Local 333) include articles on harassment and discrimination and acknowledgment of human rights. The collective agreements specify that every employee has the right to work in an environment of mutual respect, free from discrimination and harassment.

BC Transit reinforces its policies through a confidential reporting process called AlertLine which has been in place since 2010 to support employees and promote a culture free from discrimination. AlertLine enables BC Transit employees to voice concerns that may compromise BC Transit's Code of Conduct. AlertLine is available 24 hours a day, seven days a week, by telephone or website through a third-party provider, Navex Global. Promotion of AlertLine is done as part of the orientation program and, brochures and wallet cards about the program are also located throughout BC Transit's premises.

To measure the level of awareness with employees, BC Transit conducts a bi-annual work environment survey through BC Statistics. As part of this survey, specific questions are asked about diversity, discrimination and harassment. Survey results from 2011, 2013 and again in 2015 showed a positive increase in employees agreeing that diversity is valued and the workplace is free from discrimination and harassment.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

LANGUAGES

To support other languages spoken at its corporate office, employees that are members of the MoveUp union (Local 378) are provided a Second Language Premium. Positions within this union are responsible for answering our Bus Line which provides front-line support to BC Transit customers. In addition, for the Central Fraser Valley region, the BC Transit Rider's Guides are printed in Punjabi and have been since 2007.

In an internal expression of interest for Transit Operator Community Liaisons in the Victoria Region for BC Transit's school outreach and public engagement programs, BC Transit highlighted the desire for those who could speak a second language to support multiculturalism in the community.

STUDENTS

BC Transit also employs students in co-operative education positions from a number of local post-secondary providers. For a 12-month period in fiscal year 2015/2016, BC Transit had four co-op students employed.

PARTNERSHIPS

On a number of occasions, BC Transit has utilized the facilities of the Songhees Wellness Centre to support the culture and heritage of the community and to assist in generating income for the centre and boost the surrounding economies.

HIGHLIGHTS OF INITIATIVES

BC Transit is an active partner with the Victoria Refugee Program which is a partnership between the Victoria Regional Transit Commission and the Inter-Cultural Association of Victoria (ICA). The program is designed to help refuges get settled in the Greater Victoria Community by providing free access to transit for a one-year period. The program has distributed over 600 transit passes in the Victoria region since January 2016.

Columbia Basin Trust

MANDATE

The mandate of the Columbia Basin Trust is to manage its assets for the ongoing economic, environmental and social benefit of the region. The region (the Columbia Basin) served by the trust is defined in the Columbia Basin Trust Act. Its mission is to support efforts by the people of the Basin to create a legacy of social, economic and environmental well-being, and to achieve greater self-sufficiency for present and future generations.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

One of the trust's core values is respect, which includes respect for diversity and individuals from different cultural backgrounds. This value helps guide how the trust work in the Basin and how the board of directors and staff work with one another. The *Columbia Basin Management Plan: Strategic Priorities 2016-2020* outlines how the trust will focus its efforts over the next five years. This was a result of an extensive year-long Basin-wide engagement process that gathered input from a diverse cross-section of residents. This document states the trust's commitment to cultivating a sense of basin culture, belonging, connectedness and identity, and honouring the diversity of needs and perspectives in the basin. It also sets out a specific strategic priority around First Nations relationships, striving for an increased understanding of First Nations culture and heritage that creates a foundation for lasting and mutually beneficial partnerships.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

The trust has an *Employee Code of Conduct Policy* that specifically addresses discrimination (including cultural discrimination), and provides options for employees to report any harassment under our *Whistle Blower Policy*. Every year, staff sign a declaration of their understanding and acceptance of the Code of Conduct.

Working Together toward a Thriving Region

As part of advancing on its strategic priority around First Nations relationships, cultural literacy sessions have been held for the board of directors and staff to ensure there is a foundation of appreciation and understanding of how to work together effectively.

HIGHLIGHTS OF INITIATIVES

The trust supports communities in identifying and achieving their priorities. When communities identify multicultural projects as a priority, it is able to consider providing support via any of its four broad support methods of financial investments, impact investments, grants or other strategic initiatives.

In 2015/16, the Columbia Basis Trust supported the following community-initiated projects:

- The St. Mary's Indian Band undertook a restoration of the historic St. Eugene Church.
- The Ktunaxa Nation Council and the Shuswap Indian Band each held components of the fifth annual Columbia Salmon Festival in Invermere to create awareness of salmon loss and celebrate the history and future of salmon.

- The Ktunaxa Nation Council completed the accession and digitization of an archival collection that is significant to the history of the Ktunaxa Nation Council.
- The Lower Kootenay Band hosted the Yaqan Nukiy Powwow, both a cultural celebration and a community gathering.
- The Cranbrook Multi-Cultural Society hosted a multicultural festival to promote recognition and appreciation of a diverse cultural heritage in Cranbrook.
- The Union of Spiritual Communities of Christ Cultural Interpretive Society organized a collection of Doukhobor clothing, linens and other cultural artifacts.
- The Ktunaxa Kinbasket Child and Family Service Society increased activities, opportunities and services for youth in the Ktunaxa Nation Council area, including the band communities of St. Mary's, Tobacco Plains, Lower Kootenay, Akisqnuk and Shuswap.
- The Circle of Indigenous Nations Society supported parents or caregivers of Aboriginal children to learn about traditional parenting, healing and Aboriginal culture in Nelson, Trail, Kaslo, Nakusp, Castlegar and Salmo.
- The Langham Cultural Society celebrated the Langham's fourth annual Asian Canadian Heritage Month, where professional Asian Canadian "wayang kulit" artists (Indonesia's shadow puppet theatre) were invited to perform, a full Asian dinner was served and numerous Asian art workshops for children were held.
- School District #19, with the Aboriginal Education Advisory Committee, hired a community-based Aboriginal facilitator to identify and address needs of Aboriginal residents, educate the public about Aboriginal culture and build community capacity.
- Sponsored First Nations participation in the "Future of our Salmon: Healthy Floodplains, Living Rivers" conference in Portland, Oregon, in conjunction with the Columbia River Inter-Tribal Fish Commission.

The Columbia Basis Trust also partnered with:

- Kootenay Aboriginal Business Development Agency to provide mentorship and hands-on business coaching to Aboriginal entrepreneurs at any stage of business planning and operation.
- Association of Kootenay Boundary Local Governments with the coordination of the Columbia River Treaty Local Governments Committee.
- Northwest Power & Conservation Council to support the Canadian Water Research Society with two internship positions to undertake the "Transboundary Cooperation in the International Columbia River Basin: A Preliminary Assessment of Existing Arrangements and Future Prospects" study, which researched collaboration between First Nations bands and organizations.

Further, the trust has placed an additional focus and resources into continuing to improve its relationships with and understanding of First Nations in the region, and it has increased its engagement with all Basin bands regarding their priorities and planning processes.

Columbia Power Corporation

MANDATE

Columbia Power Corporation managed the construction of the Waneta Expansion to completion in 2015 – safely, on-schedule and on-budget, while meeting its community, First Nations and environmental commitments. Columbia Power also reports to government on options identified by the Columbia Power/BC Hydro Joint Development Committee and maintains Columbia Power's record of safe and reliable operations by continuing to operate within all relevant safety standards and performance benchmarks.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Respect and integrity are core values of Columbia Power. In pursuit of Columbia Power's mandate, and consistent with the regulatory environment of British Columbia, Columbia Power's goal is to continuously build and maintain positive and meaningful relationships with those Aboriginal groups in whose traditional territories Columbia Power is developing, operating and maintaining capital projects.

This goal is supported by the participation of Columbia Power management and staff in First Nations government and community events, and sponsorship of cultural, youth, wellness and educational activities through Columbia Power's First Nations Sponsorship Program. In 2015 this included:

- Participation by Columbia Power in the Ktunaxa Nation Annual General Assembly
- Participation by Columbia Power in the Okanagan Nation Salmon Feast and Celebration
- Sponsorship of the Columbia Salmon Festival
- Sponsorship of the Ktunaxa Nation roundhouse project in the Yaqan Nukiy community (Lower Kootenay Band)
- Sponsorship of the Okanagan Nation Youth Unity Run
- Sponsorship of the Penticton Indian Band Syilx Language House Project
- Sponsorship of the Ki-Low-Na Friendship Society's annual Aboriginal Youth Career Fair
- Sponsorship of the Ktunaxa Nation community greenhouse project for Aq'am (St. Mary's Band)

Columbia Power is also part of the Ktunaxa Nation Council Waneta Expansion Community Benefits Agreement working group and the Okanagan Nation Alliance technical operations working group.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

In 2015, Columbia Power continued to work towards formalizing a management structure to support its goal of building and maintaining positive relationships with First Nations governments and communities. This included the finalization of an Aboriginal Relationship Policy - setting out guiding principles for Columbia Power staff and management - development of a First Nations management system to support the integration of the Aboriginal Relationship Policy throughout Columbia Power's activities, and development of a Relationship Protocol term sheet to initiate and guide negotiated framework agreements with First Nations.

HIGHLIGHTS OF INITIATIVES

WANETA EXPANSION PROJECT AND FIRST NATIONS

2015 saw the participation of project First Nations partners - the Ktunaxa Nation and Okanagan Nation - in activities marking the completion of construction of the Waneta Expansion facility: a commemorative book, development of an interpretive site and a grand opening event. Distributed to all workers, apprentices, management, staff, First Nations partners and key stakeholders, the Waneta Expansion Project book highlighted diverse aspects of the project including women in trades, First Nations, community stakeholders and the role of the

Community Impact Management Committee, which included representatives of the Ktunaxa Nation and Okanagan Nation.

First Nations engagement and participation was central to the development of the Fort Shepherd interpretive site and the Waneta Expansion grand opening event. Signage highlighting the historic significance of First Nations in the Waneta area is a feature of the Fort Shepherd site, and plaques designed by the Ktunaxa Nation and Okanagan Nation were installed and unveiled at the Waneta Expansion facility as part of the grand opening event. Welcoming speeches by Ktunaxa and Okanagan Nation representatives – Pauline Terbasket, Executive Director of the Okanagan Nation Alliance, Penticton Indian Band Chief Johnathan Kruger and Anne Jimmie, an elder from the Yaqan Nukiy community (Lower Kootenay Band) – occurred at the grand opening while female ancestor honoring speeches from Terbasket and Jimmie took place at the Fort Shepherd site to marks its opening.

Community Living British Columbia

Community Living British Columbia (CLBC) a recognized leader in supporting adults with developmental disabilities to live good lives in welcoming communities. In partnership with its stakeholders, CLBC facilitates and manages a responsive and sustainable network of supports and services that assists adults with developmental disabilities to be full participants in their communities.

MANDATE

The Community Living Authority Act sets out CLBC's mandate and provides the legal basis to operate as a Crown corporation. To achieve this mandate, the agency:

- leads operations and develop associated policy;
- ensures quality assurance standards are met; and
- manages funds and services.

CLBC is accountable to the B.C. Legislature through the Minister of Social Development and Social Innovation. Among other things, the Minister is responsible for funding, monitoring CLBC's performance and setting provincial standards and policies.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

CLBC is committed to the continuous improvement of the way services and supports are delivered to the individuals and families it supports. This includes a growing number of individuals from culturally diverse backgrounds, their families and communities.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

CLBC's commitment to multiculturalism has been integrated into its corporate planning and reporting processes. CLBC's commitment reflects feedback from a diverse group of self-advocates, families and CLBC staff. It is displayed in CLBC offices across the province and available in multiple languages.

HIGHLIGHTS OF INITIATIVES

BARRIERS AND INCENTIVES TO INNOVATION IN THE COMMUNITY LIVING SECTOR RESEARCH

CLBC launched a research project to identify barriers and incentives to innovation in 2015. The project involved consultation with diverse stakeholders from across the province. Stakeholders included people served and their families from diverse cultural backgrounds, as well as service provider agencies and CLBC staff involved in delivery services and supports in innovative ways, including ways that better meet the cultural-specific needs and sensitivities of people and their families.

Preliminary qualitative research findings reference the need for CLBC to consider cultural diversity and the voice of diverse people as it looks at ways to better foster innovation in the services and supports it funds.

BETTER SERVING PEOPLE WITH MULTIPLE, COMPLEX NEEDS PROJECT

In mid-2015, CLBC initiated a project to explore ways it might better serve people with multiple, complex needs (which includes CLBC-eligible individuals who are at a high risk of harm to self or others, lack effective natural supports in their lives, who often live with mental health challenges and present complexities such as addictions, criminal justice involvement and poverty).

Given the present and growing degree of multicultural people who are eligible for CLBC services and supports, care has been taken to seek out examples of promising practices in better serving this segment of people from a variety of cultural contexts. As the research nears completion, many strong examples have emerged - ones that highlight wisdoms and approaches brought from other cultures that may pave the way to foster more of this.

ADVANCING NEW SUPPORT OPTIONS (ANSO) PROJECT

The Advancing New Support Options (ANSO) project is focused on designing a new service category to include within CLBC's Catalogue of Services that has employment at the core and a variety of complimentary services and supports around the employment component that together, support people to be included in their communities in typical, positive ways.

The ANSO project is being approached through a user-driven design lens, which means directly involving "users" in the design process. Those involved in the design phase of ANSO include diverse stakeholders from a variety of cultural backgrounds. In designing a new service type, one area design teams are working on is how CLBC procures for services. As the project considers this area, one point of exploration is how procurement for this service might be better accessible to culturally-specific and supportive service providers.

CLBC'S NEW EMPLOYMENT MEASUREMENT FRAMEWORK AND TOOL

Upon the advice and input of CLBC's recent Aboriginal Advisor, the Employment Measurement Tool CLBC has recently implemented to capture data and better measure outcomes of the employment supports and services it funds, includes a data field on each CLBC-eligible job seeker's file that captures whether a job seeker self-identifies as Aboriginal (First Nations, Inuit, and Metis). The inclusion of this field gives CLBC the potential to track and analyse employment outcomes specific to those who self-identify as Aboriginal. This was felt to be an important potential capability should it be beneficial to pull out the progress of those who self-identify as Aboriginal and to proactively identify any gaps or differences of note based on this identifier.

CLBC EDITORIAL BOARD

The Editorial Board helps to ensure the perspectives of the people CLBC serves are present in the development of CLBC's communications, publications and other CLBC related projects and initiatives. Board members support CLBC communications and community relations by helping to bring information from CLBC to their communities and vice versa.

The Editorial Board is currently recruiting members with diverse backgrounds from around the province. The board recognizes the importance of sharing and publishing stories that resonate with the diversity of those we serve, and works to include stories that represent different cultural backgrounds in CLBC's newsletter Celebrate Diverse Abilities.

HUMAN RESOURCES - DIVERSITY

As part of a comprehensive review of human resources planning, CLBC has initiated a Diversity Strategy that includes the development of an initiative that will help identify the best ways to attract, motivate and retain existing employees to reflect the diverse population in the communities it serves in British Columbia. Over the last year, CLBC has reviewed its strategy and will be moving forward with additional initiatives in the coming fiscal year.

STAFF TRAINING

An "Our Common Purpose" module remains an important part of staff orientation training regarding cultural considerations, multiculturalism and disability. These sessions are facilitated by staff with a background working with diverse groups.

QUALITY OF LIFE SURVEY

Approximately 300 individuals participated in CLBC's include Me! It is a survey process that measures quality of life outcomes in the areas of independence, social participation and well-being. The information collected informs decision making and helps service providers improve the quality of life of the individuals they support.

Informational materials on the survey are available in 10 languages. CLBC also offers interpreter services, including Assisted Sign Language interpretation, to individuals who participated in the survey process.

RA Malatest & Associates, the research firm involved with this initiative, hired surveyors with a wide variety of backgrounds, cultures and ethnicities. Those who participated by phone were able to complete the survey in a variety of languages.

CLBC's 2015/2016 Multicultural Activities Report highlights our organization's active efforts to promote multiculturalism through a variety of means, including:

- » projects that support ongoing quality improvement
- » ongoing staff training and orientation
- » delivering on our public pledge to recognize the individual strengths of the people we serve, respecting them and learning from their experiences
- » profiling stories of people with disabilities of diverse multicultural backgrounds in our public communications

Destination British Columbia

MANDATE

Destination BC is a Crown corporation responsible for marketing British Columbia domestically, nationally and internationally as a tourist destination. The tourism industry in BC is comprised of many stakeholders including tourism operators, product sectors, communities, associations, regional destination marketing organizations and federal, provincial, and municipal governments, all playing a role in destination marketing and management.

Destination BC's consumer marketing, travel trade, travel media and industry programs encourage millions of consumers from around the world to visit B.C. every year. Tourism operators can reach these consumers in a cost-effective way through various marketing initiatives including digital and social media, listings programs, advertising campaigns, public relations programs, and other promotional activities, offered by the corporation.

Through a variety of province-wide programs and partners, Destination BC invests over $10 million annually in regional, sectoral and community tourism marketing. This includes Tourism Business Essentials, a series of informative guides designed to help B.C.'s tourism businesses become more successful. First time tourism entrepreneurs, many of whom are new Canadians, find these guides useful in setting up and managing their business.

Destination BC works collaboratively with tourism stakeholders across the province to coordinate tourism marketing at the international, provincial, regional and local levels. A regionally-representative Tourism Marketing Committee provides strategic advice to Destination BC's Board and CEO.

The organization also promotes training and development in relation to tourism marketing. WorldHost® Training Services offers face-to-face and online training solutions that prepare individuals and tourism businesses to deliver world-class customer service and remarkable travel experiences that garner recommendations, referrals and repeat visits.

In addition, Destination BC provides support for visitor centres. Visitor Services create a positive visitor impression, and encourage longer stays and travel in all regions of the province, generating economic benefit to tourism businesses and communities. More than 100 community-based Visitor Centres throughout British Columbia comprise the Visitor Services Network. In 2015, community Visitor Centres across BC provided service to over 2.57 million visitors and interacted with a further 272,000 visitors through new roaming ambassadors and mobile street teams.

Further, Destination BC conducts tourism related market research on various aspects of the tourism industry, providing the industry with information to enhance the effectiveness of future marketing activities and development projects. Research is critical in order to be at the forefront of utilizing and sharing insights and intelligence to create relevance in consumer marketing, travel trade and destination development activities.

AGENCY STORY #1

WorldHost® Training Services supports the tourism industry with training solutions to raise the level of hospitality across the province. The Guildford Town Centre (GTC) is the largest regional shopping centre south of the Fraser River. With a high awareness of customer satisfaction and a clear goal of becoming 'best in class' in customer experiences through their One Stop Gift Shop program, the GTC approached Destination BC / WorldHost® to provide customer experience training for their Guest Services team. GTC visitors include individuals and families from a multitude of cultural backgrounds. Having an ethnically diverse Guest Services team with training from WorldHost® provides mall patrons with exemplary customer service. Training frontline staff with advanced skills on multicultural sensitivities has helped the GTC maintain its 97% customer satisfaction rating.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Destination BC's commitment to multiculturalism is reflected in its Standards of Conduct which defines how the organisation creates a safe and healthy work environment where staff and all stakeholders are treated with dignity and respect. In addition, as an organization that conducts business around the globe, Destination BC contracts with many international agencies and implements in-market activities in such a way that respects the diverse interests and cultural sensitivities that exist worldwide.

KEY PROCESSES, POLICIES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Respect for the individual is a core principle at Destination BC. The organization adheres to and supports the Human Rights Code of British Columbia and the Canadian Human Rights Act, which protect individuals from harassment and other forms of discrimination. Destination BC's success depends on the integrity of its systems and the people involved in providing products and services. The organization requires every employee to fulfill the promise to conduct business with professionalism and honesty, as reflected in the Standards of Conduct.

HIGHLIGHTS OF INITIATIVES

- » Funding and working with the Aboriginal Tourism Association of BC on the implementation of programs that develop and market Aboriginal tourism products in several of Destination BC's key markets. These programs support the growth of Aboriginal owned and controlled businesses and their employees.
- » Working with key travel media outlets in B.C. and around the world to generate awareness of the tourism experiences B.C. has to offer. This includes providing story ideas for locally based multicultural media outlets.
- » Working with key international tour operators and receptive tour operators to develop itineraries promoting tourism experiences and partners on a number of marketing activities to increase visitor volume and revenue from key target markets. Destination BC has in-market representation in Australia, Germany, Japan, China and the United Kingdom.
- » Providing an English and French language consumer website as well as other foreign language consumer websites for the following markets: Germany, Japan, Korea, Mexico, India, and China (both simplified and traditional Chinese language).
- » Partnering in the 2016 BC Winter Games in Penticton and 2016 BC Summer Games in Abbotsford. WorldHost℠ Training Services was provided for hundreds of volunteers welcoming visitors from all communities and cultural backgrounds in B.C.

First Peoples' Cultural Council

As a unique First Nations' led crown agency, the First People's Cultural Council (FPCC) serves 203 BC First Nations, 34 language groups, 61 dialects, and a number of First Nations arts, cultural and educational organizations.

The FPCC promotes and celebrates the diversity of languages, arts and cultures of British Columbia's First Nations. The board and staff recognize that pride in languages, arts, songs, dances, wisdom and traditional knowledge contributes to the health and optimism of First Nations individuals and communities and benefits all citizens of B.C.

MANDATE

The mandate of the FPCC is three-fold:

» Protect, revitalize and enhance First Nations' arts, language, culture and heritage;

» Increase understanding and sharing of knowledge, within both First Nations and non-First Nations communities; and

» Heighten appreciation and acceptance of the wealth of cultural diversity among all British Columbians.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

» Facilitate opportunities for First Nations communities in B.C. to receive funding for language and arts projects.

» Offer advice and assistance to First Nations funding applicants.

» Develop programs and community development resources to encourage the revitalization of First Nations languages, arts and culture.

» Provide training in language revitalization, archiving and immersion programs.

» Work in partnership with First Nations communities to revitalize and archive First Nations cultures and languages and restore literacy and fluency in First Nations languages.

» Offer a network of information and opportunities to First Nations artists and language champions.

» Advise government on programs and issues related to First Nations languages, arts and culture.

» Educate and share information with people in BC about First Nations languages, arts and culture.

» Advocate for BC First Nations languages, arts and culture.

HIGHLIGHTS OF INITIATIVES

» FPCC entered into a partnership with BC Ferries to select the artwork that will adorn the sides of the three new Salish Class ferries. In August, FPCC issued a call to Coast Salish artists and in January, three artists were selected.

» The "Our Living Languages" exhibition at the Royal BC Museum was visited by Perry Bellegarde, National Chief of the Assembly of First Nations, as well as MPs, MLAs and community leaders. The exhibition, which was developed through a partnership between the Royal BC Museum and FPCC, showcases the beauty and complexity of our 34 languages in B.C.

» FPCC updated the Language Needs Assessment, which is filled out by each language project applicant and provides an important picture of the status of B.C. Aboriginal languages through a database and analysis.

» FPCC developed two new FirstVoices apps – one for iOS and one for Android devices – to allow First Nations youth to type in their languages on their mobile devices.

» The Endangered Languages Project website was redesigned and relaunched on April 21, 2015 in order to improve access to information and resources on endangered languages for a global audience of Indigenous language speakers and language experts.

- In 2015, staff attended, participated in or organized a total of 53 events: 35 events/conferences, 12 training events by the arts and language programs and six community visits by the language department. Events included:
  - FPCC staff partnered with W̱SÁNEĆ First Nations and held a prayer circle on February 21, 2016, Mother Languages Day, at the cultural building on W̱JOȽEȽP (Tsartlip) territory;
  - BC Ferries, FPCC and Esquimalt Nation held an event on March 29, 2016, on the Esquimalt First Nation to reveal the first of three Coast Salish designs for the new ferries. Esquimalt Nation's Darlene Gait designed the artwork that will adorn the Salish Orca; and
  - Staff participated in two informational booths: one at the 39th Annual BC Elder's Gathering held in Central Saanich July 7-9, 2015, and the other at the Aboriginal Tourism BC (ATBC) Festival held June 19-21, 2015.
- In 2015/16, FPCC provided 11 new resources to support language projects, just above the target.
- FPCC sought qualified candidates for recommendation to the Advisory Committee to ensure representatives from 34 B.C. First Nations languages. FPCC also organized and implemented board training for new and existing board members.

Forestry Innovation Investment Ltd.

Forestry Innovation Investment (FII) is the Government of British Columbia's market development agency for forest products. FII works collaboratively with industry trade associations, other levels of government including the Government of Canada and other provinces, and with research institutions to enhance the value of B.C.'s forest resources and strengthen employment throughout the province.

MANDATE

FII's mandate is specified in a mandate letter issued by the Minister of International Trade and Minister Responsible for the Asia Pacific Strategy and Multiculturalism. The letter directs FII to work with the forest industry to develop and diversify markets for B.C. forest products. This includes ensuring forest products are viewed as an environmentally friendly, preferred material, and B.C. is viewed as a reliable global supplier of quality products from sustainably managed forests. Through these efforts, FII helps to strengthen the forest economy and create jobs in B.C.

FII's human resources mandate is to:

- provide equal opportunity employment regardless of gender, race, colour or religion;
- ensure that all staff treat others in the workplace with respect and dignity; and
- provide a work environment free of harassment and discrimination.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The FII executive team is committed to delivering the organization's services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia, and to the cultural and social contexts of all locations where activities are delivered. FII operates in an international context and the executive team is committed to ensuring all staff in B.C. and in offshore locations receive the training and support necessary to engage in cross-cultural activities.

KEY POLICIES, PROCESSES, AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

One key document, Standards of Conduct Policy, is used to foster multiculturalism. This document contains information and guidelines in support of FII's mandate and is distributed with each employee's Policies and Procedures binder.

FII's head office staff speaks a combined seven languages including English, Japanese, Hindi, Guajurati, German, French and Tagalog. In addition, staff of FII subsidiary companies in China and India speak multiple local langages and regional dialects. Multicultural understanding is integral to FII's operations and is fostered each year through regular visits to B.C. by international staff and visitors, as well as through annual planning sessions that include the FII's local and foreign staff.

HIGHLIGHTS OF INITIATIVES

- Since it was established in 2003, FII has promoted and funded the cost of local language training for all Canadian staff working in its overseas offices. FII's staffing in China has since evolved to be comprised entirely of persons of Asian ancestry, and its initiatives are tailored to the cultural needs of the local communities in which it operates. In 2012, FII established a second operating subsidiary based in Mumbai, India. Employees of FII India are all Indian nationals recruited in Mumbai.
- During the past year, FII funded extensive market development efforts in regions around the world, including China, Japan, South Korea, India, the United Kingdom, the U.S. and Canada. The February 2016 provincial budget provided an additional $5 million over three years for FII to accelerate a new market development program in India. As part of this effort, FII's subsidiary in India will be expanding its geographic presence from its base in Mumbai to new operations both south and north of India. Additional locally engaged staff will be recruited as part of this expansion.
- Undertaking market development activities in other countries not only delivers economic growth and jobs to British Columbia's forest sector, but also contributes greatly to deepening the bonds between the people and communities of British Columbia and our partners in Asia. Many of the programs become catalysts for building technical, educational and community exchange with British Columbia thereby enhancing cross-cultural understanding and mutual respect.

Industry Training Authority

The Industry Training Authority (ITA) oversees, manages and improves the provincial industry training system. It promotes trades training and careers, supports the progression of training participants, certifies individuals with existing skills, and works to align training outcomes with workplace needs.

Issuing credentials, which is the core outcome of ITA's work, is done based either on successful completion of a training program or on a formal validation of existing skills.

ITA invests in training services delivered in part through two sets of partnerships, and collaborates with many other stakeholders. ITA serves two customer groups:

- Training participants and challengers benefit from skill development and/or recognition, which facilitates improved employment and advancement opportunities
- Employers and industry benefit from access to a growing pool of workers with verified skills that align with labour market needs.

ITA is also a key contributor to broader efforts to support employment growth and economic competitiveness for British Columbia as a whole.

MANDATE

Government provided the following mandate direction to the Industry Training Authority under the Industry Training Authority Act:

- ITA is responsible for managing, improving, and expanding the industry training and apprenticeship system in B.C. to help ensure there are the right amounts of workers, with the right skills, in the right place.

To achieve this mandate, the ITA is directed to take the following strategic actions:

- Achieve the targets and performance measures, including apprenticeship completion rates, as set by government to meet the skilled trades needs of BC's labour market and reported in ITA's annual report.
- Develop a multi-year strategic implementation plan that outlines how ITA will achieve priority number one. The plan will be submitted to the Minister by June 30, 2016 and will include:
  - Current and developing strategies (i.e. completion rate strategy), and
  - Additional strategies to:
    - Foster a culture of innovation and partnership in the delivery of apprenticeship training, including implementation of ideas and initiatives flowing from innovation forums;
    - Better utilize research , data and evaluation to inform policy and program changes;
    - Expand internal expertise and capacity; and
    - Align policy and programs with Red Seal and pan-Canadian initiatives.
- With the ministry, clarify respective roles, responsibilities and expectations to establish clear accountabilities for ITA and the ministry. This will be developed by June 30, 2016 and implemented by December 31, 2016.
- Implement outstanding ITA-led actions and recommendations coming out of the BC Skills for Jobs Blueprint, McDonald Report, and ITA LNG Action Plan by June 30, 2016.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

ITA develops and implements targeted initiatives designed to increase participation in industry training and trade certification with groups including Aboriginal people and new immigrants.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

There are 14 languages spoken among the ITA's Customer Service team members, who interact daily with apprentices and employer sponsors, and who answer general inquiries from the public about trades training, including: Armenian, Cambodian, Cantonese, French, Hindi, Korean, Mandarin, Portuguese, Punjabi, Romanian, Spanish, Tagalog,Vietnamese, and sign language.

ITA fully supports employees who want to celebrate their culture and share that culture with co-workers. Events such as Lunch and Learns and potlucks are held with themes representing specific cultures, for example, Aboriginal Day and International Food Day.

ITA staff are also encouraged to attend graduation ceremonies at the Aboriginal Community Career Employment Services Society (ACCESS) to celebrate students graduating from their trades courses. This program is offered to enhance skills and employment opportunities for Aboriginal people.

HIGHLIGHTS OF INITIATIVES

In 2015/16, ITA continued to deliver programs for three target groups, using funds made available through the Canada Job Fund Agreement. Since 2008/09, these programs have assisted more than 9,000 unemployed or low-skilled people to explore and pursue trades careers.

	Women in Trades Training	**Immigrants in Trades Training**	**Aboriginal Initiatives**	**General**
The Opportunity	Only 10% of apprentices are women, and while that's up from 8% in 2009, the female labour force is still badly underutilized.	New immigrants make up 20% of the Canadian population but only 3–5% of apprentices; many already have valuable trades skills, but may face language barriers and other challenges in getting certified.	The Aboriginal population is younger and growing faster than the general population, and many communities are located close to major projects that need trades skills.	Programs are also available for other eligible British Columbian's facing barriers to entering trades occupations.
The Response	ITA partners with post-secondary institutions, industry and labour organizations, employment agencies and community groups. Programs offered are designed to enable the target groups to explore trades careers, and to develop and certify trades skills. Assistance with essential skills like numeracy and literacy, and help with covering costs such as child care and transportation are also available, as is mentorship and peer support.			
2015/16 Approved Funding	$26.2 million	$10 million	$21.3 million	$3.2 million
Targeted Participants	3,150 people	2,262 people	3,328 people	1,092 people

The Insurance Corporation of British Columbia

MANDATE

ICBC provides universal Basic auto insurance to B.C. motorists and also competes for the optional auto insurance business. ICBC provides claims services to our policy holders. As part of its mandate, ICBC provides vehicle and driver licensing services, vehicle registration services and fines collection on behalf of the provincial government. ICBC invests in fraud prevention and road safety initiatives to promote a safer driving environment throughout B.C.

EXECUTIVE COMMITMENT TO MULTICULTRALISM

ICBC is committed to supporting diversity and inclusion as a way to improve both employee and customer experience. As our province becomes increasingly diverse, ICBC continues to see the opportunity and responsibility to understand and better respond to the changing needs of its workforce and customers.

KEY PROCESSES, POLICIES AND STRUCTURES IN SUPPORT OF MULTICULTURALISM

Policies are in place to promote understanding and respect between employees and towards customers of diverse backgrounds.

Many of the ICBC initiatives identified and services offered are possible due to ICBC's commitments to hire a diverse workforce and engage with partners who represent the diverse, multicultural customer base that we serve.

HIGHLIGHTS OF INITIATIVES

INTERNAL AND EXTERNAL

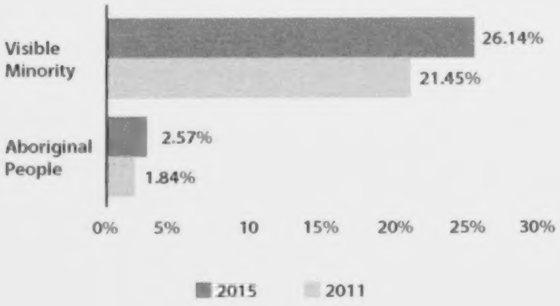
- Real-time translation services are available in more than 170 languages for all customers calling in about driver licensing, insurance services or claims.
- ICBC provides two dedicated 1-800 telephone lines to better assist Punjabi- and Cantonese or Mandarin-speaking customers who have had a crash. This service offers customers the ability to immediately report a claim in Punjabi, Cantonese or Mandarin so they fully understand the claims process and can more easily get access to available benefits.
- In addition, following a successful pilot in 2015, ICBC now has a team of eight multilingual injury adjusters supporting customers who speak Punjabi, Cantonese or Mandarin, with a Korean-speaking adjuster expected to be added in 2017.
- ICBC.com has information translated into Traditional and Simplified Chinese characters, as well as Punjabi.
- ICBC actively works with Autoplan brokers in ethnic communities to better address the needs of their multicultural clients. For example in 2015, for our "Are you covered?" broker promotional campaign, we translated some of the point-of-sale materials into Punjabi and Traditional Chinese and made these available to brokers in communities where those languages are commonly used.
- In 2015, B.C.'s driver licensing reciprocity program was expanded with the addition of agreements with Ireland and Taiwan, and now includes 16 foreign jurisdictions. New B.C. residents from these jurisdictions can apply for an automobile driver's licence without having to be retested. Driver licence reciprocity is also available for 14 countries to allow the motorcycle classification to be added to the B.C. driver's licence without need of retesting.
- To assist customers from foreign jurisdictions, ICBC's Driver Licensing department maintains a list of approved translators that customers may contact to help them authenticate their out of country documentation. The list is available on icbc.com.
- Pre- and post-arrival communications for new B.C. residents is in place to help customers better understand how to obtain and transfer driver's licences and automobile insurance claims history from their country of origin.

- Information is made available through consular offices and multicultural networks to outline the driver licence surrender policies for new B.C. driver's licences.
- ICBC works with B.C.'s law enforcement community to assist in translating foreign driver's licences at roadside, allowing foreign non-resident drivers (visitors, students) here temporarily to continue to be able to drive in B.C. with their foreign licence.
- Written driver's licence knowledge testing for passenger and motorcycle licences can be taken in English, French, Arabic, Traditional and Simplified Chinese, Croatian, Farsi, Punjabi, Russian, Spanish and Vietnamese.
- ICBC's Learn to Drive Smart guide is available in both Traditional and Simplified Chinese.
- An online practice knowledge test for a Learner's Licence is available in Punjabi.
- ICBC routinely grants permission for third parties to use the material and images in our driving guides for the purposes of translation into other languages, including French, Arabic, Traditional and Simplified Chinese, Farsi, Punjabi and Vietnamese.
- To ensure a broad reach to multicultural customers, ICBC purchases ongoing radio advertisements in Cantonese, Mandarin and Punjabi, and print and online advertising in Punjabi and Traditional and Simplified Chinese.
- For each driver licence issued, ICBC customers must respond to a series of declaration questions – these questions have been translated into 13 of the most common languages.
- ICBC's road safety campaigns are publicized in different languages using ethnic broadcast media. Available languages include Cantonese, Mandarin, Hindi and Punjabi.
- Translations of the Child Passenger Safety Law Card as well as key information about the purchase and use of child passenger restraints are provided in Traditional and Simplified Chinese, Punjabi, Spanish and Korean.
- ICBC provides pedestrian education tip cards in Simplified Chinese and Punjabi, and Commercial Vehicle Distractions tip cards are translated into Punjabi.
- Access to Road Safety Curriculum materials for First Nations schools are provided through the First Nations Schools Association.
- The brochure Child Car Seats is made available in English, Traditional Chinese and Punjabi.
- Proactive media outreach campaigns are designed to build relationships and increase coverage with multicultural media outlets.
- Select brochures providing information on insurance, claims and driver licensing are produced in high demand languages.
- ICBC proactively seeks input from community stakeholder groups when considering multi-cultural initiatives and outreach.
- All external ICBC job postings are advertised through a wide recruitment network including WorkBC, which does outreach on the margins of employment, such as with the First Nations community and those new to B.C., to generate the maximum number of diverse applicants for job openings.
- ICBC has conducted information sessions at WorkBC locations in the Lower Mainland to introduce ICBC to WorkBC clients as a potential employer.
- ICBC participates in career fairs with organizations that target multicultural populations, such as MOSAIC, SUCCESS and AVIA Employment.
- Its employee intranet includes a diversity and inclusion website. The site offers employees and managers access to information, statistics, stories, tools, resources, memberships and online diversity training.
- In 2015 ICBC established an internal Diversity & Inclusion Business Imperative Project Team - a diverse, cross-functional team of senior managers tasked to research diversity and inclusion at ICBC and make recommendations

to the executive team to shape a long-term diversity and inclusion strategy.

- An early outcome of ICBC's diversity and inclusion strategy was the formation in 2016 of six Employee Resource Groups – voluntary, grass-roots networks of employees from a shared background, such as aboriginal, LGBTQ2+, disabled and multicultural employees. The groups provide a collective voice and a means to help participants develop personally and professionally.
- ICBC maintains corporate memberships with associations that support diversity and inclusion, including: Minerva (leadership development for women; with whom last fall, ICBC's president & CEO signed a pledge to create opportunities to support women's advancement and leadership at ICBC), WXN (Women's Executive Network), Kids and Company (child and elder care services), and is a founding partner of the Canadian Institute of Diversity and Inclusion.
- As of April 2016, 45% of leadership roles in the corporation are held by women, and while the majority of employees are between the ages of 40-54, staff range in age from 19-70+.
- According to an internal survey ICBC staff collectively speak more than 55 different languages; and, ICBC has improved representation of aboriginal people (from 1.84% in 2011 to 2.57% in 2015) and visible minorities (up 4.69%, to 26.14% in 2015) in its workforce in the past four years.

Multicultural Representation in ICBC's Workforce



Knowledge Network Corporation

MANDATE

Knowledge Network is British Columbia's viewer supported public broadcaster with a mandate to:

- Carry on the business of broadcasting and communications to provide unique, quality educational programming to British Columbians;
- Promote lifelong learning in British Columbia by providing quality educational programming;
- Inform and educate British Columbians about their province and about issues that are relevant to them.
- Provide British Columbians with a unique television experience; and,
- Collaborate with the independent television and web media production sectors in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Knowledge Network strives to provide British Columbians with content that reflects and supports the diversity of B.C. voices and experiences. It is fundamental to its role as B.C.'s public broadcaster.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

Trust is one of three corporate values to inform decision-making. Knowledge Network serves the public interest and reflect diverse points of view within our organization and through its programming on-air and online.

HIGHLIGHTS OF INITIATIVES

East Is East - A weekly anthology series dedicated to content about life in the rapidly changing Asia-

Pacific region. ***The Birth of Modern China*** series continued, offering a sweeping view of the social, political, economic and cultural changes that have shaped today's superpower.

Highlights include:

- ***China's Capitalist Revolution*** – The story of the conversion of the Chinese Communist Party to capitalism.
- ***Crocodile in the Yangtze*** – Follows entrepreneur and former English teacher Jack Ma as he builds China's first global Internet company, Alibaba Group.
- ***The Fastest Changing Place on Earth*** – Follows the lives of three villagers in White Horse Village in rural China as rice fields, bamboo groves and water buffalo vanish to give way to glass and steel high rises.
- ***Green China Rising*** – As the world's largest emitter of greenhouse gases, China is using cutting edge technologies to push the frontiers of energy science and green living.
- ***Building 173*** – The history of Shanghai told through the history of one building.
- ***The Art of China*** – Explores the historical context of Chinese art.
- ***The Fastest Changing Place on Earth*** – The story of modern China told through the eyes of villagers.

Other program highlights:

- ***Haida Gwaii: On the Edge of the World*** – Featuring the Haida First Nation, captures the story of a dedicated community uniting to protect land and sea for the next generation.
- ***Dreamers and Dissidents: Sophie Pierre*** – A series of short films exploring the history of the Kootenays through personal stories. Sophie Pierre was sent to a residential school as a girl, removed from her family and Aboriginal culture. She went on to become a leader among her people, bringing about a transformation to the old residential school and the people whom the school had impacted.
- ***The People of the Kattawapiskak River*** – Exposes the housing crisis and poor living conditions faced by 1,700 Cree in northern Ontario.
- ***Vanishing Point*** – Follows two Inuit communities as they navigate through the greatest social and environmental challenges in their history.
- ***Contact*** – The first contact with members of a nomadic Aboriginal group in Australia in 1964 who were completely unaware of modern society.
- ***Echoes*** – Twenty years after China opened its doors to international adoption, connections are made between mothers who sacrificed their daughters, those who adopted them, and the daughters themselves.
- ***Can You Imagine That*** – 52 different children with unique perspectives and individual voices inspire young preschool audiences with their biggest future career dreams.

Legal Services Society

MANDATE

The Legal Services Society (LSS) is B.C.'s legal aid provider. Established by the Legal Services Society Act in 1979, LSS is an independent agency that provides legal information, advice and representation services to people with low incomes. The society also provides legal education programs for community advocates and social services providers throughout B.C. LSS receives 95% of its funding from the Ministry of Justice with additional funding from the Law Foundation of BC and the Notary Foundation of BC.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

LSS's commitment to multiculturalism reflects the society's commitment to serving its diverse clients in ways that address their unique cultural needs. LSS has polices to ensure it delivers legal aid services in an environment where all individuals are treated with fairness, dignity and respect. Employees are expected to recognize the importance of diverse cultures at LSS and to help to eliminate inequities and biases from existing services and methods of service delivery. LSS ensures that staff behaviour toward clients/applicants and colleagues is free from racism and discrimination in all its forms.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

LSS ensures its services are accessible to all communities. Its intake team can arrange interpretation services for clients applying for representation and advice services, and LSS staff can also communicate with and assist clients in more than 20 languages. During Aboriginal History Month, LSS supports a series of educational programs for staff that are led by the society's Aboriginal staff. The Guiding Principles of LSS Administrative Policies and Procedures include our Standards of Conduct, the Discrimination, Bullying, and Harassment Policy, and the Employment Equity policy, as well as collective agreements.

HIGHLIGHTS OF INITIATIVES

LSS LEGAL REPRESENTATION SERVICES

- LSS' core service is legal representation for clients with a criminal, family, child protection and immigration matter. When a client qualifies for representation by a legal aid lawyer, LSS staff consider each clients' language and/or culture when determining which lawyer should be offered the opportunity to represent them. While this is not always possible, every effort is taken to find a lawyer that speaks the client's language, and who understands the impact that their culture may have on their legal matter.
- Should a client need to be connected with a lawyer who does not speak their language, or does not have a full understanding of their cultural background, that lawyer is able to employ interpretation and translation services as part of their contract for representation services.

LSS ABORIGINAL LEGAL AID SERVICES

- Although Aboriginal people make up less than 6% of B.C.'s population, they constitute about 30% of legal aid clients who are referred for representation by a lawyer. In child protection matters, more than 40% of clients receiving representation services are Aboriginal.
- LSS is committed to helping Aboriginal people resolve their legal problems in ways that recognize both their unique needs and their unique cultures. The specialized ways in which LSS serves its Aboriginal clients include:
  - Legal aid applications and outreach in 26 Aboriginal communities.
  - Aboriginal staff in its intake department and an Aboriginal Services Manager.
  - Aboriginal Community Legal Worker in Duncan and Nanaimo who can assist with legal information and advice, support for meetings with MCFD staff, assistance with legal forms, etc.
  - Aboriginal law publications and a website for LSS's Aboriginal services.

- Two Aboriginal family advice clinic locations in Vancouver.
- Duty counsel and support from elders in First Nations Courts.
- Gladue report pilot project.
- Medical-legal partnerships at two Vancouver clinics that serve Aboriginal women.

PUBLIC LEGAL INFORMATION AND EDUCATION

- LSS produced public legal information and education materials, in both online and paper formats, in 10 different languages.

COMMUNITY OUTREACH AND DEVELOPMENT

- LSS partnered with 27 community organizations, which include band offices, women's shelters, and community resource centres. These community partners are located in 35 locations in urban as well as in underserved rural, remote, and Aboriginal communities in B.C. Some of these agencies, such as Abbotsford Community Services and North Shore Community Resources (in North Vancouver) are multiculturally-focused organizations; however, all LSS community partners provide information about legal aid services to a multicultural clientele.
- LSS hosted 5 regional workshops and 4 conferences, bringing together over 2,100 participants from different sectors, including multicultural organizations, to provide information on developments in the law and information about legal aid.

TELEPHONE ADVICE SERVICES - AVAILABLE IN MULTIPLE LANGUAGES

- The Family LawLINE (FLL) provided advice to over 2,800 clients. The FLL has access to CanTalk services to provide advice, with the assistance of interpreters, in many languages.
- The Brydges Line is a province-wide toll-free telephone service with interpretation services available to all callers, available 24 hours a day to assist people who are arrested and/or detained and need legal advice. This year the Brydges Line provided advice to 18,221 clients.

Partnerships British Columbia

Partnerships BC's vision is to be a recognized leader in evaluating, structuring and implementing delivery solutions for complex public infrastructure projects while delivering consistent value to our clients.

MANDATE

Partnerships BC's mandate is to support the public sector in meeting its infrastructure needs by providing leadership, expertise and consistency in the procurement of complex capital projects by utilizing private sector innovation, services and capital to deliver measureable benefits for taxpayers.

The following goals support Partnerships BC's vision and mandate:

- Meet procurement objectives associated with complex infrastructure projects;
- Deliver value add to clients and engage stakeholders effectively; and
- Maintain a responsive and resilient organization.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

Partnerships BC is committed to the Province of British Columbia's policy to carry on services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia.

The company is dedicated to maintaining a professional workplace where individuals are treated with respect. In addition, Partnerships BC is committed to maintaining open access to its services and initiatives regardless of a client's cultural background.

HIGHLIGHTS OF INITIATIVES

In fiscal 2015/16, Partnerships BC continued its pre-existing policy of its programs, initiatives and internal hiring practices being inclusive and open to all eligible applicants and participants regardless of their cultural background.

Private Career Training Institutions Agency

MANDATE

Private Career Training Institutions Agency (PCTIA) is committed to building a welcoming and diverse organization where individuals are treated with respect.

The mandate of the PCTIA is to support quality education in British Columbia's private post-secondary career training sector through regulating standards and providing protection to students. This includes local and international students of all ethnic, cultural, and socio-economic backgrounds.

This report highlights initiatives that ensure staff are working in an inclusive environment and that student protection information is accessible to all current and prospective private post-secondary students in British Columbia.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

PCTIA promotes diversity and multiculturalism by ensuring information is accessible to all students, regardless of language barrier or cultural difference. To clearly explain the role of PCTIA in student protection and the importance of attending a registered institution, an informational video is available in English, Punjabi, Korean and Mandarin. The videos are available on YouTube (youtube.com/pctiavideos) and have been distributed via Twitter (twitter.com/PCTIA).

The institutions regulated by PCTIA are diverse in their programs and ownership. Some institutions run programs either partly or entirely in languages other than English (such as Punjabi, Hindi, French and Mandarin).

HIGHLIGHTS OF INITIATIVES

Private career training offers plenty of choice for local and international students. There are 3,042 programs offered by PCTIA-registered institutions that attract students from all walks of life. Programs include: Traditional Chinese Medicine, Freelance Make-Up Artist, Web Designer, Sushi Chef, Adventure Tourism, Yoga Teacher, Hotel Management, Audio Engineering, Auto Detailing, Baking and Pastry Arts, Beauty Therapy, Early Childhood Education, Visual Effects, Veterinary Assistant, Vegetarian Nutrition, Reflexology, Travel and Tourism, Advertising, Technical Diving Instructor, Modelling, Sports and Fitness Nutrition, Flight Attendant Preparation, Translation and Interpretation, Hair Design, Tourism/Hospitality Management, Social Media, Ski and Snowboard Instructor, Herbalist, Aromatherapy, Shiatsu, Float Pilot, Graphic and Digital Media Design, Guitar Building and Repair, Health Care, Heavy Equipment Operator, Hip Hop Production, Equine Studies and more.

British Columbia is the most ethnically diverse province in Canada; and a highly desired study destination for thousands of international students each year. There were 57,083 students enrolled in private career training programs in British Columbia last year, 20,872 of which were international students. The dramatic increase in international enrolment can be partially attributed to the December 2015 provincial government requirement that private institutions, including language schools, accepting international students on study permits have Educational Quality Assurance (EQA) designation. PCTIA accreditation is necessary for a private school to apply for EQA. In 2015, over 30 language schools became accredited with PCTIA and the number of international students reported increased proportionately.

PCTIA recognizes international students are an intrinsic component of British Columbia's post-secondary sector. International students bring with them traditions, experience and ideas that further enhance the rich cultural diversity of the province. Their presence enriches the province both socially and economically.

Many international students choose to stay in British Columbia upon completing their studies and thereby further contribute to British Columbia's diversity with their knowledge, skills and training.

In 2015-16, Google Analytics results showed that besides Canada, the next highest numbers of visitors to the PCTIA website were from the U.S., India, Brazil, Russia, Japan, United Kingdom, Iran and the Philippines. Language on the PCTIA website continues to be simpler and more accessible to a wider audience, particularly where English is a second language.

PCTIA management and employees promote multiculturalism wherever possible. For example, a Mandarin-speaking staff member is taken on site visits to institutions with a high concentration of Mandarin-speakers. The staff member is able to address and translate important information for institution staff and students.

To further assist with potential language barriers, PCTIA accepts documents in languages other than English. Where multilingual staff are unable to translate, a translation service is used.

In 2014, PCTIA began piloting an online version of student satisfaction surveys that are sent to students prior to a compliance review officer visiting a registered school. These surveys are done through Fluidsurveys and while surveys to date have been conducted in English, the tool provides the ability to translate the survey into other languages if warranted.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

PCTIA recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities. However, to help reflect the sector wherever possible, PCTIA recruits employees with multiple language capabilities. Besides those born in Canada, PCTIA has also welcomed staff members from South Africa, Scotland, Hong Kong, Australia and the Philippines.

There are 12 languages other than English spoken by PCTIA staff including: Punjabi, Korean, Hindi, Cantonese, Afrikaans, Spanish, Japanese, Tagalog, French, Romanian, Polish, Greek, Mandarin, Swedish and Italian.

Where appropriate, multilingual staff members assist when liaising with members of the public wishing to converse in a language other than English. PCTIA provides students with access to interpretation services when necessary, including American Sign Language.

PCTIA staff are committed to embracing multiculturalism and diversity. PCTIA is a place where individuals can work without discrimination. As part of its student protection mandate, PCTIA continues to increase access to information for all current and prospective private post-secondary students in British Columbia.

Royal British Columbia Museum Corporation

MANDATE

The Royal BC Museum was created under the Museum Act (2003) to fulfill the Province's fiduciary role as a public trustee of specimens, artifacts, the archives of government and private archival records and other materials that illustrate the natural and human history of British Columbia; to communicate knowledge of human history through exhibitions, research and programs; and to hold collections for current and future generations of British Columbians.

The Royal BC Museum was directed through its mandate letter to take the following specific strategic priority actions for 2015/16:

- Work together with stakeholders to promote the 2015 Gold Rush exhibit and the importance of the B.C. gold rush to the history of the province.
- Continue to develop key relationships with partners in China to support research, collections, exhibition touring and increased tourism to British Columbia.
- Continue implementation of the comprehensive new learning strategy.
- Commence the implementation of the Royal BC Museum revitalization plan to provide more opportunities to expand programs and exhibits, diversity and increase revenue opportunities.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

The Royal BC Museum strives to explain the human, natural and archival history of the Province of B.C. and is the only institution in B.C. that assumes this role. It continues to commit to diversity in the workplace through hiring practices that recognize diversity for front line customer service staff, co-op students and volunteers. It presents controversial issues in an objective way, and is perceived by the community as a place that presents balanced views. Its site is a centre of activity for locals, tourists, school children, First Nations and cultural groups and scholars.

The Royal BC Museum will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations office. The Royal BC Museum First Nations collections date back to the late 1800's when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas. The Royal BC Museum has developed a response to the Truth and Reconciliation Commission's (TRC) Final Report: Honouring the Truth; Reconciling for the Future, which outlines thematic areas and projects that the Royal BC Museum will undertake in response to and aligned with the TRC's report.

The BC Archives is a valuable resource for researchers. It is one of the major information sources for B.C.'s human history and a vital element of B.C.'s culture.

Public programming reflects a diversity of interests, and the exhibits, collections and holdings provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia.

MULTICULTURALISM IN THE WORKPLACE

Staff within the Royal BC Museum speak and/or write the following languages: Arabic, Cantonese, Cebuano, Dutch, English, Hindi, German, French, Japanese, Mandarin, Polish, and Spanish. This assists with being able to communicate with international visitors to the museum.

The Royal BC Museum has approximately 500 volunteers who reflect the diversity of the community. Volunteers contribute over 42,000 hours of their time and are acknowledged for their length of volunteer service, up to 35 years. Volunteer positions offer an opportunity to practice language for those who have English as a second language.

The Royal BC Museum also offers international internships to university students in various museum studies.

The Royal BC Museum partners with First Nations to deliver a number of school programs, consulted with First Nations to develop an award-winning exhibition on First Peoples' Languages, and provides no-charge admission to all First Peoples.

HIGHLIGHTS OF INITIATIVES

- The Royal BC Museum celebrated National Volunteer Week by launching "Transcribe", a crowd-sourcing website that invites the public to transcribe valuable historical records from the museum's archival collection. By donating their time to transcribe letters, diaries, journals and other materials, people can participate in a volunteer activity of importance – sharing B.C.'s history – from the comfort of their living room, library or local café. This provides the opportunity for new citizens of the province to learn about the history of B.C. while practicing their language skills; and participate as part of the Royal BC Museum community.
- The Royal BC Museum continued into the second year of the exhibition, Our Living Languages, which resulted from a partnership with the First Peoples' Cultural Council (FPCC) about First Nations languages, arts and culture. In April 2015, in Atlanta, Georgia, the American Alliance of Museums (AAM) announced that the Royal BC Museum was selected as the winner in the 27th Annual AAM Excellence in Exhibitions competition for the Our Living Languages exhibition. This international competition saw submissions from around the globe. The competition judges noted that they were particularly impressed with the Royal BC Museum's commitment to partnership in developing and designing the exhibition, and with its employment of auditory components.
- In August 2015, the Royal BC Museum launched a new website and searchable database for the BC Archives called, Access to Memory – or "AtoM". An improvement on the old BC Archives website for archivist and users alike, AtoM is an ideal platform for the digitized materials in the Ida Halpern collection – including her recordings of First Nations music from across the West Coast.
- In a first for a Canadian museum, the Royal BC Museum opened a travelling photography exhibition, Guangzhou to British Columbia: The Chinese Canadian Experience, 1858 to 1958, at a major metro station in Guangzhou, China. The exhibition depicts how the gold rush in B.C.'s Fraser Canyon sparked a long and enduring relationship between Guangzhou and B.C., a relationship that encompassed the challenges of migration, the heartbreak and successes of settlement and the overcoming of discrimination by the Chinese in B.C.
- To share Chinese Canadian stories in B.C. with a broader audience and to support the B.C. Social Studies curriculum, the Royal BC Museum published two excellent articles "Early Chinese Canadian Experiences in British Columbia" and "Acknowledging Past Wrongs" on the Royal BC Museum Learning Portal – the online educational window into the museum and archives' collections.
- The museum's chief executive officer and the Premier of British Columbia opened a major new exhibition in China, Gold Mountain Dream!, exploring the first Chinese migration to Canada. Created by the Royal BC Museum in collaboration with the Canadian Museum of History, the exhibition tells the personal stories and sacrifices of Chinese migrants in the 1850s as they landed on B.C. shores in search of gold. The exhibition was displayed at the Guangdong Museum of Chinese Nationals Residing Abroad in Guangzhou, China, as part of a series of cultural exchange activities to celebrate the 20th anniversary of the twinning relationship between B.C. and Guangdong Province.

- The Indo-Canadian community from the Lower Mainland, the Fraser Valley and Vancouver Island were invited to the museum to stage an "intervention" in the Logging Exhibit, within the Modern History Gallery, to reframe the historical record to include their poignant narrative. The invitation of diverse cultural groups to help revise decades-old museum content is part of an ongoing process to engage in discussion about what an exhibit might look like and what messages it might convey, when told from a diverse perspective.
- The Royal BC Museum was recognized with an award by the Province of B.C. for Multicultural Excellence in Government. B.C.'s human history is as complex, diverse and dynamic as its ecology, with people from virtually every region of the globe settling in and contributing to the province. To tell the diverse stories of B.C., the Royal BC Museum strives to explore and promote historical narratives from (and about) many different cultural groups.
- The Royal BC Museum partnered with the Flexible Studies Program of Reynolds Secondary School in Victoria, B.C. over the 10-month school year to explore the galleries and apply the new B.C. curriculum, incorporating project-based learning, authentic audience education, place-based education and inquiry-based learning. The Youth Echoing Truth exhibition shares the students' outlook on topics that they deem require more representation in the Royal BC Museum. The exhibition features subjects including: exploring of women's suffrage through a radio play, a Songhees elder's story through audio and photography, and the LGBTQ community through the history of Canadian comic books.
- The Royal BC Museum continued with the family program titled "Wonder Sunday" designed for children and their parents, grandparents and/or guardians to enjoy the afternoon at the museum. The program includes opportunities for families to explore First Peoples' life through storytelling, watching a drum-maker at work, finding out how pit-houses were built, sketching animal symbols and other activities.
- Creation and installation of information kiosks throughout the galleries, to allow visitors to read information about what they are seeing, in seven different languages. (English, French, Spanish, German, Japanese, Chinese and Korean)
- No admission charge for First Nations visitors to the Royal BC Museum galleries.

Transportation Investment Corporation

MANDATE

Transportation Investment Corporation (TI Corp) is the public Crown corporation responsible for the Port Mann/Highway 1 corridor and the TReO toll system. Construction and operation of the Port Mann Bridge and Highway 1 improvements are being paid through tolling using TReO, the automated and all electronic toll system.

EXECUTIVE COMMITMENT TO MULTICULTURALISM

TI Corp believes a diverse and engaged workforce is incredibly valuable and, to that end, embraces and encourages the hiring of employees from a wide range of backgrounds, leveraging their unique experiences to work smarter.

TI Corp uses opportunities to leverage the range of experiences of staff in decision-making, planning initiatives, and day-to-day activities.

TI Corp is also committed to serving its diverse customer base, offering TReO customer service in several different languages.

EMBRACING MULTICULTURALISM IN THE WORKPLACE

TI Corp has a small but diverse social committee that actively supports staff in sharing their cultural traditions in the workplace. This team is charged with organizing events that engage staff with fun and inclusive activities.

Different employees have expressed an interest in sharing their cultural traditions in the workplace and TI Corp sets aside time and resources to ensure they are able to do that.

This year the office celebrated Chinese New Year as well as Cinco de Mayo, with employees sharing food, stories and cultural practices from their cultural backgrounds.

One way TI Corp measures success is through issuing an annual employee survey, which covers a broad range of categories including performance management, employee engagement, and employee satisfaction with their workplace. Its highest score this year was in the area measuring whether employees felt they worked in a respectful and inclusive environment, with over 88% of employees agreeing strongly.

TREO CUSTOMER SERVICE

Delivering customer service with respect, integrity and accountability to all customers is a key priority

for TI Corp. TReO offers customer phone service in the following six languages including: English, French, Punjabi, Cantonese, Mandarin, and Korean.

HIGHLIGHTS OF INITIATIVES

- » TI Corp staff create a departmentally diverse and collaborative environment through teams such as the Community Engagement Working Group. This staff-led team creates opportunities for staff to give back to the community and benefit others of varying economic, social and cultural backgrounds.
- » TI Corp staff led fellow employees and customers in donating over 100 pounds of food to the Surrey Food Bank during Christmas in July. Staff raised $1,100 for the food bank with executives matching donations. In addition to the food and monetary donations, 20 TI Corp employees (over half the organization) gave time to help distribute food to food bank clients.
- » In partnership with Metro Vancouver, TI Corp staff volunteered time to help plant over 250 native species in Tynehead Regional Park, Surrey, to help restore an important habitat enhancement site.
- » TI Corp also partners with the Tri-Cities SHARE Family and Community Services Society to host an annual Toy Drive every holiday season. Staff and customers donate toys which are distributed to families in need by the SHARE society.
- » As well, TI Corp continues its commitment to fostering culturally diverse practices in the workplace, and to maintaining an internal hiring practice that is open to all applicants regardless of their cultural background.

Notes

FOR MORE INFORMATION VISIT US ONLINE:
WWW.GOV.BC.CA

BRITISH COLUMBIA